

REPORT OF THE WORK  
OF THE  
DEPARTMENT OF  
SOLDIERS'  
CIVIL RE-ESTABLISHMENT  
CANADA

DECEMBER, 1920

*PRINTED BY ORDER OF PARLIAMENT*



OTTAWA

THOMAS MULVEY

PRINTER TO THE KING'S MOST EXCELLENT MAJESTY

1921







*To His Excellency the Duke of Devonshire, K.G., P.C., G.C.M.G., G.C.V.O., etc.,  
Governor General and Commander in Chief of the Dominion of Canada.*

MAY IT PLEASE YOUR EXCELLENCY,—

The undersigned has the honour to present to Your Excellency the Annual Report of the Department of Soldiers' Civil Re-Establishment for the calendar year ended December 31, 1920.

I have the honour to be,

Your Excellency's most obedient servant,

JAMES A. LOUGHEED,

*Acting Minister of Soldiers' Civil Re-Establishment.*

February 1, 1921.



[No. 1921.]

## THE DEPARTMENT OF SOLDIERS' CIVIL RE-ESTABLISHMENT

### *Head Office—*

22 Vittoria St., Ottawa.

MINISTER—Senator the Honourable Sir James A. Lougheed, P.C., K.C.M.G.  
DEPUTY MINISTER—N. F. Parkinson.

ASSISTANT DEPUTY MINISTER AND SECRETARY—E. H. Scammell.

DIRECTOR OF ADMINISTRATION—E. Flexman, D.S.O.

DIRECTOR OF MEDICAL SERVICES—Dr. W. C. Arnold.

DIRECTOR OF VOCATIONAL TRAINING—E. Flexman, D.S.O.

DIRECTOR, ORTHOPAEDIC AND SURGICAL APPLIANCES BRANCH—R. W. Coulthard.

DIRECTOR, DENTAL SERVICES—Dr. R. B. O'Sullivan, O.B.E.

SUPERVISOR OF EXPENDITURES—J. F. Waddington.

GENERAL SUPERINTENDENT OF ENGINEERING BRANCH—W. Herbert George.

OVERSEAS REPRESENTATIVE—C. G. Arthur, D.S.O.

### *District Offices—*

#### "A" Unit, Province of Quebec—

Head Office, Drummond Building, Montreal, P.Q.

Branch Office, Merger Building, Quebec (Medical Clinic only).

#### "B" Unit, Nova Scotia and Prince Edward Island—

Head Office, Nurses' Home, Camp Hill Hospital, Halifax.

Vocational Office, Bellevue Bldg., Halifax.

#### "C" Unit, Eastern Ontario—

Head Office, Plaza Building, Ottawa.

Vocational Office, 8 Cliff St., Ottawa.

Branch Office, Golden Lion Block, Kingston.

#### "D" Unit, Central Ontario—

Head Office, 185 Spadina Ave., Toronto.

Vocational Office, Allen Building, 105 Simcoe St., Toronto.

Branch Vocational Office, Barrie Building, Peterborough.

Branch Office, Hamilton Hut Hospital, Hamilton.

#### "F" Unit, Western Ontario—

Head Office, Royal Bank Building, London.

Vocational Office, Carling Block, Richmond St., London.

Vocational Office, Old Herald Building, Guelph.

#### "G" Unit, Manitoba—

Head Office, Notre Dame Investment Bldg., Winnipeg.

Branch Vocational Office, Post Office Bldg., Brandon.

#### "H" Unit, Saskatchewan—

Head Office, Veteran Block, Regina.

#### "I" Unit, Alberta—

Head Office, Lancaster Bldg., Calgary, Alta.

Branch Office, McLeod Block, Edmonton, Alta.

#### "J" Unit, British Columbia—

Head Office, Board of Trade Bldg., Vancouver.

Branch Vocational Office, Central Bldg., Victoria.

#### "K" Unit, New Brunswick—

Head Office, Fredericton Hospital, Fredericton.

*Overseas Office*—103 Oxford St., London W. England.



# DEPARTMENT OF SOLDIERS' CIVIL RE-ESTABLISHMENT CHART SHOWING ORGANIZATION

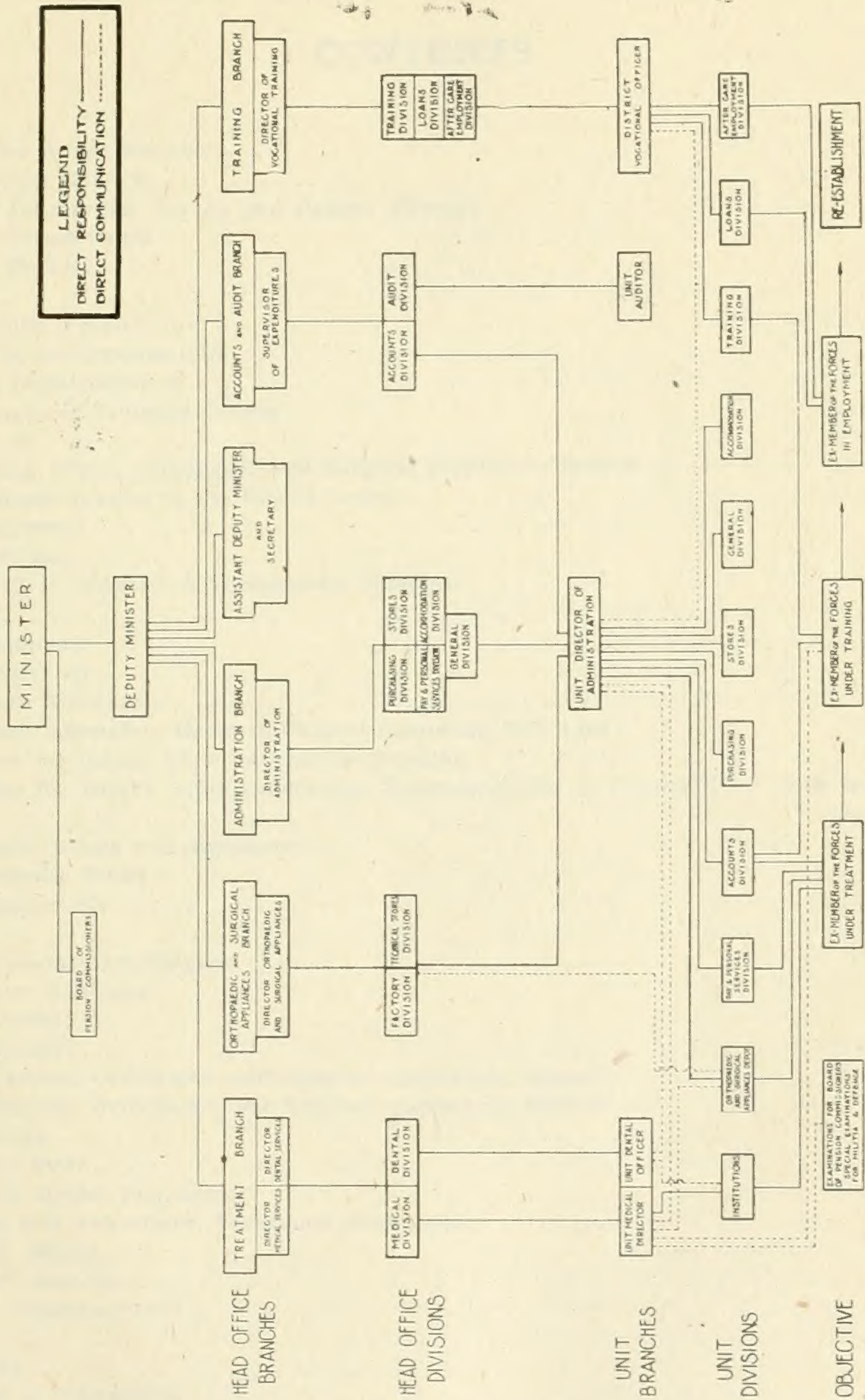


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Introductory Letter

TO REPORT OF THE

Department of Soldiers' Civil Re-establishment

Senator, the Honourable Sir JAMES A. LOUGHEED, P.C., K.C.M.G.  
Minister of Soldiers' Civil Re-establishment,  
Ottawa.

SIR,—In accordance with your instructions I have the honour to submit a report on the work of the Department of Soldiers' Civil Re-establishment, covering the calendar year, 1920. The activities of the department are so multifarious that it is only possible to give a very brief outline of the work accomplished. Several features, however, stand out and deserve special mention in a general way, apart from the more detailed references to be found in the sectional reports covering the various branches of the department's work, which follow.

2. The "peak load" of re-establishment responsibilities has been reached and passed, indeed more than one branch of the department's work has been practically completely demobilized.

3. Special employment facilities for ex-soldiers, as provided by this department, in conjunction with the Department of Labour and the federal-provincial employment offices, were withdrawn as from June 1, 1920, and the Information and Service Branch, which had developed an organization that to no mean degree accounted for the remarkable facility with which the ex-soldier was placed in employment after his discharge from the army, was disbanded. The number of men for whom employment was found was 109,493. In many instances more than one situation had to be obtained, the total number of situations being 175,157, or 159.9 per cent when compared with the total number of men placed. In addition, 1,218,472 inquiries on various subjects were dealt with by this branch, which also issued all certificates in connection with the Federal Emergency Appropriation.

4. The Vocational Branch which to the date of this report, December 31, 1920, had accepted 50,521 men for training, including 11,574 minors, has long passed the period of maximum numbers. In February, 1920, there were 26,022 men in its classes or otherwise on its strength for training. This number has now decreased to 4,714.

5. The Treatment Branch has not shown an appreciable decrease in its work. In February, 1920, there were 9,755 patients on the strength for treatment, while in addition clinical treatments were being provided for 13,891 per week. On December 31, 1920, the number of patients being dealt with was:—

On strength.. . . .	6,431
Clinical treatments per week.. . . .	7,075

When it is realized that of the patients on strength of the department for treatment nearly one-half are suffering with disabilities which will require treatment for the duration of their lives, including tuberculous, insane, and otherwise incurable, it



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will be seen that the treatment work of the department cannot be expected materially to decrease during the next few years. The remaining 3,000 is made up of pensioners and others requiring treatment for recurring service disabilities and represent only 4 per cent of the 70,000 pensioners in Canada.

6. The branch sectional reports will be seen to outline a period of reorganization during the year. This particularly applies to the "Service" branches of the department. The reorganization referred to in each case has been carried out on a definite plan to meet the changed conditions present in the department to-day as compared with the period of rapid growth during which time, equally rapid expansion was necessary.

7. The early requirements of the department necessitated an organization capable of meeting any sudden emergency. This was obtained only by the provision of a large number of specially qualified executives, each responsible for a particular portion of the work with which they were familiar through training and experience. In this way multiple driving power was obtained, the combined efforts of the administrators being guided as to policy and used to build up the complete organization. With a change in the nature of the requirements, however, came the possibility of reducing executives and centralizing the administration as is indicated in the chart showing the present organization of the department.

8. The branches retained are only five in number, being made up of three technical—

Treatment,  
Training,  
Orthopædic,

and two services,

Administrative,  
Accounting and Audit.

9. In the very near future with further reduction in training strength realized, it will be possible to place the control of vocational matters in the hands of one of the other branches, thus further reducing the number of executives.

10. The Orthopædic and Surgical Appliances Branch has now overtaken all the back work and in a majority of cases has supplied a spare artificial limb in addition to the original. The quality and comfort of the appliances supplied have fully demonstrated the wisdom of the policy outlined in 1916 under which the department has carried on its own manufacturing.

11. The Soldiers' Comfort Branch, with headquarters at Toronto, has done an excellent work and special mention should be made of the activities of the Honorary Superintendent, Mrs. Arthur Van Koughnet, to whom thanks are due as well as to the ladies who have so ably assisted her.

12. The number of former members of the Canadian Expeditionary Force and of the Imperial Forces resident in the United States has shown a marked increase. The agreement entered into in October, 1919, with the Bureau of War Risk Insurance, Washington, has proved most beneficial. Under this agreement and regulations which have been issued by the Bureau and the United States Public Health Service, all facilities placed at the disposal of former members of the United States forces are available for former members of the Canadian and Imperial forces. The American Red Cross has also, at the request of the department, extended its scope of usefulness in rendering aid to disabled former members of the Canadian and Imperial forces and to their dependents. The department deals with all ex-American soldiers who require treatment in Canada.



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13. The reciprocal arrangements entered into in July, 1919, with the British Government also are working out most satisfactorily. Large numbers of former members of the Imperial forces have received and are receiving treatment in Canada and large numbers of former members of the Canadian forces are receiving treatment in Great Britain. Early in 1920, Mr. F. G. Robinson, then deputy minister of the department, visited England with a view to effecting certain changes in the agreement with the British authorities. These changes included the cancellation of the arrangement under which artificial limbs were to be provided by the British Government for former members of the Canadian Forces, and the establishment by the department, in lieu of this arrangement, of a fitting depot in London, England.

14. Special mention should be made of the report of the Board of Tuberculosis specialists who toured Canada during the summer of 1920. This report, a summary of which is given in the medical section, is a pronouncement of the greatest value and is likely to be of material assistance not only in the work of the department in Canada, but to other Governments and organizations which may be called upon to deal with the problems incidental to the operation of sanatoria and the after-care of ex-sanatorium patients.

15. Commencing on the 1st January, 1921, the department has taken over the administration of the outside offices of the Board of Pension Commissioners for Canada. This is a step towards a more centralized, convenient and economical administration in the districts outside Ottawa of the work undertaken by the Government on behalf of former members of the Canadian forces.

16. During the year there have been certain changes in the head office personnel. Mr. F. G. Robinson, Deputy Minister, resigned and was succeeded by Mr. N. F. Parkinson, previously Director of Vocational Training. Major E. Flexman, D.S.O., Assistant Director of Vocational Training, has been appointed Director, and has also assumed the duties of Director of Administration. Dr. E. G. Davis, C.M.G., Director of Medical Services, has become a member of the Board of Pension Commissioners for Canada and has been succeeded by Dr. W. C. Arnold. Major L. L. Anthes, Director, Information and Service, resigned to re-engage in business in Toronto. Mr. J. H. W. Bower, General Superintendent, Engineering Branch, resigned and was succeeded by Mr. W. H. George. Major C. G. Arthur, D.S.O., Chief Inspector, has been transferred to the London England, office of the department, as Overseas Representative.

17. During the last session of Parliament, a parliamentary committee sat for several weeks and heard a large amount of evidence on the subject of re-establishment. Various recommendations were made by Parliament, based on the report of that committee which have since been embodied in Orders in Council, copies of which appear in the appendices to this report.

18. Owing to unemployment among former members of the forces during the present winter, two Orders in Council have been passed, one providing for free medical treatment to all former members of the forces who require the same and the other for relief to those who are unable to secure employment and who are pensioners or have received vocational training on account of disabilities due to military service. The administration of this work is in the hands of the Treatment and Training Branches of the department.

19. On the demobilization of the Information and Service Branch, the finding of employment for handicapped cases was undertaken by the Employment Section of the Training Branch. It was felt that special attention should be given, as long as it might be required, to this class of applicant for employment. The work of the department in this direction has been most successful.



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20. Owing to the experience gained by the officials and staff of the department it has been possible in many directions to reduce the staff without detriment to the quality of the work. The large decrease in the number of vocational students has necessarily resulted in a corresponding decrease in the number of instructors and others engaged in this work. The total staff on December 31, 1919, was 8,121. Owing to the increase in work during the early part of 1920, the number was augmented to 9,035 during March. The number as at December 31, 1920, was 5,779.

21. During the last fiscal year the estimates amounted to approximately \$40,000,000. It is anticipated that the expenditure for the ensuing fiscal year will be less than half this amount.

22. The sections of the report dealing with separate branches have been prepared by the heads of those branches as follows:—

Treatment—by Dr. W. C. Arnold, Director of Medical Services and by Dr. C. B. Farrar, Psychiatrist.

Dental—by Dr. R. B. O'Sullivan, O.B.E., Director of Dental Services.

Orthopædic and Surgical Appliances—by Major R. W. Coulthard, Director, Orthopædic and Surgical Appliances Branch.

Training—by Major E. Flexman, D.S.O., Director of Vocational Training.

Information and Service—by Major L. L. Anthes, late Director of the Information and Service Branch, and by Major R. O. Wheatley, M.C.

Administration—by Major E. Flexman, D.S.O., Director of Administration.

Engineering—by Mr. W. H. George, General Superintendent of Engineering.

Accounts—by Capt. J. F. Waddington, Supervisor of Expenditures.

Soldiers' Comforts—by Mrs. Arthur Van Koughnet, Honorary Superintendent of that work.

I have the honour to be, sir,

Your obedient servant,

E. H. SCAMMELL,

*Assistant Deputy Minister and Secretary.*

OTTAWA, January 31, 1921.



## TREATMENT BRANCH

### MEDICAL DIVISION

The function of the Medical Division of the Treatment Branch of the Department of Soldiers' Civil Re-establishment has been materially added to during the current year. Hospitalization and treatment is provided for the following classes of cases: -

- (1) All ex-members of the Canadian Forces, wherever resident, for treatment of disabilities caused or aggravated by service, or recurrences of such disabilities.
  - (2) Ex-members of the Canadian Expeditionary Force and of all Imperial Forces resident in Canada for any disability, with certain exceptions, for which treatment is requested within one year after discharge from the service, or from the department in cases where treatment has been continuous since discharge from the service.
  - (3) Ex-members of the Canadian and Imperial Forces suffering from insanity, for whom custodial care is provided.
  - (4) Cases of long duration and cases for whom special institutions are maintained.
  - (5) Ex-members of the Imperial Forces resident in the United States who require treatment for disabilities caused or aggravated by service.
  - (6) Ex-members of the United States Forces resident in Canada for disabilities caused or aggravated by service.
  - (7) Ex-members of the Allied Forces who were pre-war residents of Canada and who require treatment for disabilities due to service.
  - (8) Members of the Permanent Force of Canada, at the request of the Department of Militia and Defence.
  - (9) Vocational students for any disabilities arising while they are under training.
- In addition to the foregoing, the Medical Division assumes the responsibility for:—
- (1) Provision of specialist examinations, X-ray reports and laboratory work for the Board of Pension Commissioners for Canada.
  - (2) The supervision from a medical and surgical standpoint of the supply of major and minor orthopædic appliances.
  - (3) The decision as to eligibility for dental treatment for ex-members of the Canadian or Imperial Forces.
  - (4) The organization and direction of a Nursing Social Service for the follow-up and after-care of ex-members of the Canadian and Imperial Forces who have been discharged from the treatment strength of the department.

### ORGANIZATION OF MEDICAL DIVISION

The general administration of the Medical Division is under the control of the Director of Medical Services at the head office of the department in Ottawa. All questions of policy, the direction and employment of staff, as well as the purchase and distribution of medical and surgical supplies are directed from head office.

Physicians in charge of the Foreign Relations, Neuro-Psychiatric and After-Care sections are also located at Ottawa, as well as the chiefs of the Dietary section and the Medical Stores section.



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The Dominion of Canada is divided into eleven units which correspond for the most part with the provinces, excepting that the province of Ontario is divided into three units, on account of its size and population.

The medical administration of each unit is under the supervision of a Unit Medical Director, assisted by an Administrative staff. His responsibility includes the organization of hospitals, sanatoria, dispensaries and clinics, as well as the supervision of the treatment of patients of the department in private or public institutions. Each institution controlled by the department is administered by a Medical Superintendent who is directly responsible to the United Medical Director.

The personnel of the Unit Medical Director's staff includes specialists in medicine and surgery, most of whom are employed either on a part-time basis or schedule of fees. Specialists are also attached to institutions of the department or are available in the event of their services being required.

In each of the smaller towns and villages throughout Canada, as the necessity has arisen, medical representatives have been appointed in order that any necessary treatment may be provided, without delay, and arrangements have been made for admission to a suitable institution where this is required. A definite procedure has been established for the rendering of reports and the keeping of the necessary records of the work done.

The department is at the present time operating twenty-five (25) hospitals and sanatoria with a total bed capacity of 5,152 (see schedule pp. 37, 38). During the year of 1920, 17 hospitals and sanatoria operated by the department, with a total bed capacity of 2,087, have been closed, and three special institutions with a bed accommodation of 1,225 have been opened.

On December 31, 1920, the department had on strength for treatment 6,431 patients, of whom 5,893 were in-patients and 538 out-patients, totally incapacitated. The in-patients were classified as follows:—

General.. . . .	3,740
Tuberculosis.. . . .	1,260
*Insane.. . . .	893
Total.. . . .	5,893

These were distributed as follows:—

(1) In General Treatment Hospitals.. . . .	3,798
(2) In Tuberculosis Sanatoria.. . . .	1,249
(3) In Neuro-Psychiatric Hospitals.. . . .	846
Total.. . . .	5,893

The total number of patients who received active hospitalization during 1920 was 31,368.

In addition to the work shown above as active hospitalization, the department operates general and special clinics for the treatment of recurrent war disabilities among those ex-members of the forces who are in need of treatment of a nature which does not demand hospitalization and which permits the patient to carry on at his ordinary occupation. The clinics are:—

- (1) General Treatment—(Medical and surgical).
- (2) Special Sense—(Eye, ear, nose and throat).
- (3) Genito-Urinary—(All diseases of the tract); and
- (4) Chest Clinics.

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\* There is a difference of 168 between this figure and the figure shown in the table on page 9 (1,061). The reason is that the figure quoted above (893) represents those who have been certified to be insane and are undergoing treatment under the provisions of Order in Council P.C. 1993, while the larger figure includes the number who may be described as "mental," some of whom have not yet been certified as insane.



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The enormous amount of work covered by these clinics is shown by the fact that during 1920 the treatments given numbered 447,142.

The following figures give the total number of patients treated by the Military Hospitals Commission and the department:—

July 1, 1915, to December 31, 1916—by Military Hospitals Commission, approximately.. . . . .	22,742
January 1, 1917, to March 31, 1918—by Military Hospitals Commission..	28,258
April 1, 1918, to December 31, 1919—by Dept. of S. C. R. . . . .	34,554
January 1, 1920, to December 31, 1920—by Dept. S.C.R. . . . .	23,591
Total.. . . . .	109,145

## CLINICAL TREATMENTS

May 1, 1919, to December 31, 1919—by Dept. S. C. R. . . . .	126,057
January 1, 1920, to December 31, 1920—by Dept. S. C. R. . . . .	447,142
Total.. . . . .	573,199

## REPORT OF OPERATIONS, NEUROPSYCHIATRIC BRANCH

The appended table shows the number of nervous and mental patients undergoing treatment on the strength of the department in the several units month by month during the calendar year 1920.

*Neurological Cases.*—Prior to January, 1920, our returns showed officially no so-called nervous or neurological patients, inasmuch as patients belonging to this category remained up to this time under treatment in special C.A.M.C. hospitals. At the beginning of the present year, when these hospitals were turned over to the Department of Soldiers' Civil Re-establishment, there were transferred with them 226 patients who had been classified as "neurological." It will be seen that the number of "neurological" cases has steadily increased, reaching a maximum, from all sources, of 446 during December. Cases classified as mental have shown a similar increase, reaching a maximum of 1,061 during December.

The most striking fact revealed by this table is the marked increase during the year of the total number of neuropsychiatric cases undergoing treatment. The total figures for the month of December as compared with the corresponding figures for January showed an increase of 38.5 per cent.

With regard to the "neurological" cases it is to be noted that the great majority of those still requiring consideration, representing recurrent or long-standing conditions, are cases in which the functional or neurosis element is not the major disability; but in which an underlying factor of constitutional mental abnormality or defect is present. It is this underlying factor which is much more conspicuous in the residual neuroses now under treatment than in the earlier war neuroses, which is largely responsible for the facility with which symptoms recur or their resistance to treatment. Sufficient observation frequently results in the reclassification of such cases, considering them no longer as primarily functional neuroses, but rather according to their fundamental psychiatric diagnosis, whether of mental defect, psychopathic inferiority, or other psychotic condition.

*"Shell Shock."*—From time to time complaints have been heard to the effect that cases of "shell shock" had been transferred to provincial hospitals for the insane. Such complaints have in all cases been shown to be utterly without foundation, in that the policy of the department to transfer only cases of definite mental disability to the provincial hospitals has been rigorously carried out.



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In this connection it is to be observed that a sharp line of demarkation which is popularly assumed as possible between the neuroses and psychoses so-called is always difficult and in a great many cases utterly impossible to draw. This is not the place to enter into the reasons for this circumstance, but the fact should be borne in mind. It is perhaps also superfluous to remark, after the universal understanding which has gradually come about, that the term "shell shock" is one altogether to be avoided; and that in particular it is inapplicable to cases of nervous or mental disability of whatever type, as observed in Canada. Attention is also drawn to the fact that the popular idea that certain cases may begin as "shell shock" and terminate in chronic insanity, is wholly erroneous.

Taking the neuropsychiatric disabilities as a single group the general plan of disposal has been as follows:—

*Clinics.*—In the several units special observation wards are conducted in the departmental general or base hospital. To these wards are admitted mild cases, emergency cases, or cases for observation, classification and the determination of further treatment indications. Such observation wards have been conducted in institutions as follows:—

Shaughnessy Hospital, Vancouver, B.C.  
Colonel Belcher Hospital, Calgary, Alta.  
Strathcona Hospital, South Edmonton, Alta.  
Earl Grey Hospital, Regina, Sask.  
Tuxedo Hospital, Winnipeg, Man.  
Brant Hospital, Burlington, Ont.  
Davisville Hospital, Toronto, Ont.  
Sydenham Hospital, Kingston, Ont.  
Prince of Wales Hospital, Montreal, P.Q.  
Fredericton Hospital, Fredericton, N.B.  
Camp Hill Hospital, Halifax, N.S.

Cases which can safely be handled in such clinics, and which require relatively short periods of treatment are not sent to any other institution. Cases of mental disability requiring long or permanent treatment, and particularly all cases which by reason of their disability may be a menace to themselves or others, are necessarily transferred to suitably equipped mental hospitals.

*Provincial Hospitals.*—During the year the department has had patients under its care in practically all the provincial institutions in Canada. In the handling of these cases the closest relations and co-operation have been maintained between the department and the several provincial institutions. Representatives of the department both lay and medical have paid regular visits to these hospitals in order to keep in close touch with the patients under treatment and to look after their welfare.

*Departmental Hospitals.*—During the year two special neuropsychiatric centres were opened by the department on April 1, viz: at Ste. Anne de Bellevue, Que., and London, Ont.

*Ste. Anne's Hospital.*—This institution was taken over at the beginning of the year from the Department of Militia and Defence under which it had been utilized as a general receiving hospital and Dominion centre for various special types of disability, including neurological cases.

The idea was conceived of maintaining this institution under the department as a general hospital, converting a portion of it into a neuropsychiatric service with very much extended scope. In this service should be handled, under suitable segregation, nervous and mental cases of any and all types, in an effort to break down the arbitrary



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and altogether artificial wall of distinction which had so generally been assumed to exist, and which had on the one hand made so difficult the disposal of many cases arbitrarily classified as "neurological," and which on the other had tended unduly to isolate and create prejudice against other types also arbitrarily classified as "mental."

The object in view in planning the service at Ste. Anne's Hospital was to provide suitable accommodation and treatment for any patient coming in the neuropsychiatric category whether mild or severe, acute or chronic; and in addition to render easy the transfer from ward to ward according to the patient's condition and needs, regardless of classification or clinical diagnosis; and further by making the neuropsychiatric service a part of a large general hospital service, to render more easily available than is usually the case with mental patients any special or expert medical or surgical treatment which might from time to time be required, such patients if suitable being transferred directly to medical or surgical wards when such treatment is necessary.

It is confidently believed that the year's operations at Ste. Anne's Hospital have demonstrated the wisdom of the motives which actuated its planning and organization. The work has been in many respects experimental, but is believed to have resulted in affording as good and efficient treatment as possible for all types concerned without distinction. Moreover, the hospital serves to promote truer conceptions as to the nature of psychiatric disabilities and their indications and needs.

Total number of neuropsychiatric patients all types under treatment Ste. Anne's Hospital up to December 31, 1920.. . . .		416
Discharged—		
Recovered.. . . .	88	
Improved.. . . .	38	
Unimproved.. . . .	5	
Died.. . . .	7	
Total.. . . .	138	
On strength December 31, 1920.. . . .	278	

The first mental patients were received at Westminster Hospital, London, at the end of March, 1920, the same time as at Ste. Anne's Hospital, these patients being transferred from the Cobourg Military Hospital, which was closed March 31. At the same time a number of the patients and staff were transferred to Westminster Hospital from the department's institution for mental cases at Newmarket, Ont. The latter institution closed its doors April 30, 1920, by which time all patients and staff not otherwise disposed of had been transferred to London.

Westminster Hospital was originally designed as an active treatment military hospital for Military District No. 1. It was turned over to the department following the signing of the armistice, being then in process of construction. It was necessary to re-cast the plans entirely in order to make the institution suitable for the purposes of a neuropsychiatric centre. Completed portions were taken over from the Public Works Department in May, 1920.

As in Ste. Anne's Hospital, there are both open and closed wards and the policy is to provide suitable accommodation and treatment for all types of neuropsychiatric disability. Among the special features of this institution are a separate tuberculosis

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With respect to the statistics from Ste. Anne's and Westminster Hospitals in which the percentage of recoveries and improvements and discharge rate are seen to be considerably higher in the former institution, it is to be observed that neuropsychiatric cases originally under treatment at Ste. Anne's Hospital were almost exclusively of the functional or mild and recoverable types, and that a much higher proportion of such cases has at all times been under treatment in this institution than at Westminster Hospital. The latter institution received its initial convoys from the Cobourg Military Hospital and Newmarket Hospital, the patients in each case presenting quite largely severe and chronic types of mental disease. The clinical material of the two hospitals has therefore been quite different. This difference will gradually become less marked as the service at Westminster Hospital is developed along the lines contemplated.







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which he can be received for treatment, and without any further formalities. It is a matter of especial gratification that of the nervous and mental patients, all types, on the hospital strength as of December 31, 1920, 52.6 per cent were on the voluntary basis.

At the present time voluntary admissions are legal in four provinces. It is believed, however, that so high a percentage as that just quoted is unequalled in any other hospital. This fact alone should serve to indicate the character of the work carried on at Westminster Hospital and largely remove the objections which are often encountered to sending patients to mental hospitals where admission is by the process of commitment with the usual legal machinery by which the patient is formally deprived of his liberties.

With the further development of the hospital and the releasing of additional accommodation for milder cases it is believed that the percentage of voluntary admissions can be materially raised.

In the province of Quebec legislation of a similar nature with reference to the operation of Ste. Annes hospital is pending.

With the accommodation which has become available at the two departmental neuropsychiatric centres it has been possible to carry out a considerable number of transfers from provincial and other institutions. Such transfers have been earliest carried out from neighbouring hospitals, or from institutions where over-crowding was most serious, or in cases in which it appeared that the best interests of the patients would be furthered by such transfer.

Any nervous or mental case in Canada eligible for treatment under the department and which for any reason is not suitably disposed of locally may be transferred to one of these two neuropsychiatric centres.

*Epileptics.*—Hitherto the problem of epilepsy has never become a considerable one. The vast majority of cases originally diagnosed as epilepsy or epileptiform, by reason of convulsive seizures, have long since been re-established. Most of the cases now encountered, in which the diagnosis of epilepsy is substantiated, are pre-enlistment conditions in which there has been a service aggravation. A few such cases are under treatment in each unit.

It is clear that all cases of epilepsy cannot be considered in a single group from the point of view of treatment. Some of them with only occasional seizures and without mental symptoms, are dealt with in observation wards in the units and occasionally as out-patients. Those with mental symptoms, or in which deterioration is pronounced, are necessarily and suitably transferred to mental hospitals. Special cases requiring institutional care are admitted either to Ste. Annes or Westminster hospital. In this way ample provision is made for the temporary or permanent disposal of such cases of epilepsy as cannot be suitably handled locally in the units; treatment is instituted with a view to reducing and maintaining at a minimum the incidence of attacks; and the peculiar occupational needs of this group of cases are provided for.

*Mental Defectives, Inferiors, Border Cases, etc.*—Many of these cases offer the most perplexing problems encountered in connection with the nervous and mental disabilities. All present pre-enlistment conditions with or without aggravation and with existing legislation can only as a rule be dealt with on a voluntary basis. In many instances, although by reason of the mental deficiency, a patient may be in considerable degree irresponsible, there is no provision in the several provinces for enforced supervision, except in cases coming into conflict with the law. In Manitoba legislation designed to meet this need is now under consideration.

In Westminster hospital, where voluntary admissions already predominate, it is hoped that it may be possible to segregate many of the cases belonging to these categories which may be best provided for in an institution where constructive occu-



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pation according to their needs and capacities can be provided, and where especially their trainability can be studied and special classes operated for their benefit. This is another of the special functions which the neuropsychiatric centres in their further development should be able to fulfil.

*Cases on the Strength under P.C. 2328.*—As set forth in the general report on these cases (page 56) during the calendar year, 378 cases, presenting all types of service disability, have been taken on the strength of the department under this Order in Council, of which number 234 have been discharged and 144 remained on strength December 31, 1920. Included in these figures 134 cases, or 35 per cent, were classified as neuropsychiatric. Of these 103 have been disposed of and 31 remained on strength December 31, 1920 (see table, page 9).

In dealing with neuropsychiatric cases brought forward for consideration under P.C. 2328 it has been the policy, wherever feasible, to refer such cases either to neurological observation wards or neuropsychiatric centres for the definite establishment of their status. The great majority of cases are suitably handled in this way as strictly medical problems. This does not imply that all such cases require in-patient treatment. A certain number are capable of being handled either in institutional work-shops or other sheltered occupations outside the hospital walls.



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DEPARTMENT OF S.C.R.—NEUROPSYCHIATRIC CASES ON STRENGTH-1920.

Unit and Province.	Jan.		Feb.		March.		April.		May.		June.		July.		Aug.		Sept.		Oct.		Nov.		Dec.	
	Ment- al.	Ner- vous.	Ment- al.	Ner- vous.	Ment- al.	Ner- vous.	Ment- al.	Ner- vous.	Ment- al.	Ner- vous.	Ment- al.	Ner- vous.	Ment- al.	Ner- vous.	Ment- al.	Ner- vous.	Ment- al.	Ner- vous.	Ment- al.	Ner- vous.	Ment- al.	Ner- vous.	Ment- al.	Ner- vous.
"B," N.S. and P.E.I.....	44	15	43	19	52	13	49	16	41	8	41	10	39	12	40	16	39	15	38	13	37	14	37	12
"K," N.B.....	16	3	19	.....	19	7	18	1	19	.....	19	4	.....	3	.....	3	1	4	1	4	1	4	1	5
"A," Que.....	101	58	116	64	114	62	143	56	152	55	168	41	192	41	201	38	207	32	207	34	276	28	286	41
"C," Ont.....	131	8	126	7	128	12	65	11	70	15	72	17	68	11	71	12	68	9	68	7	10	1	12	.....
"D," Ont.....	229	31	222	37	251	42	194	32	67	39	83	104	82	139	79	136	75	125	61	108	57	112	58	132
"F," Ont.....	28	22	33	29	37	35	94	36	272	53	281	47	255	16	300	54	308	58	305	64	332	56	339	65
"G," Man.....	79	55	80	73	79	113	82	78	77	92	70	90	77	94	74	109	77	89	73	102	79	97	72	111
"H," Sask.....	55	.....	53	.....	56	.....	52	.....	57	1	58	3	54	.....	56	4	58	4	58	6	63	3	62	6
"I," Alta.....	55	17	54	21	57	29	68	27	65	19	64	20	68	19	66	12	65	15	61	16	60	15	57	16
"J," B.C.....	88	17	110	60	100	55	95	44	98	36	87	47	89	36	85	41	81	47	83	38	89	37	85	35
Totals.....	826	226	856	310	893	368	850	301	918	318	943	383	924	371	972	425	979	398	955	392	1,004	367	1,009	426
Gt. Br.....	12	.....	12	.....	14	.....	16	.....	17	.....	17	.....	16	.....	16	.....	16	.....	17	.....	17	.....	17	.....
Nfld.....	2	.....	2	.....	2	.....	2	.....	2	.....	2	.....	2	.....	2	.....	2	.....	1	.....	1	.....	1	.....
U.S.A.....	14	7	17	8	20	9	24	10	26	10	26	10	26	12	28	12	28	12	34	18	32	17	33	20
New Z.....	1	.....	1	.....	1	.....	1	.....	1	.....	1	.....	1	.....	1	.....	1	.....	1	.....	1	.....	1	.....
Totals.....	855	233	888	318	930	377	903	311	964	328	989	393	969	383	1,019	437	1,025	410	1,008	410	1,055	384	1,061	446
Gr. Total.....	1,088	.....	1,206	.....	1,307	.....	1,214	.....	1,292	.....	1,382	.....	1,352	.....	1,456	.....	1,435	.....	1,418	.....	1,439	.....	1,507	.....

NEUROPSYCHIATRIC CASES ON STRENGTH, P.C. 2328, 1920.

Jan.	Feb.			Mar.			Apr.			May.			June.			July.			Aug.			Sept.			Oct.			Nov.			Dec.			Totals.																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																			
	A.	D.	R.	A.	D.	R.	A.	D.	R.	A.	D.	R.	A.	D.	R.	A.	D.	R.	A.	D.	R.	A.	D.	R.	A.	D.	R.	A.	D.	R.	A.	D.	R.																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																				
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Legend—A—Admissions.  
D—Discharges.  
R—Remaining.

Readmissions—B—1.  
D—2.  
I—1.

Actual number of cases.  
A  
134  
D  
103  
R  
31

Total readmissions 4



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## WESTMINSTER HOSPITAL\*

"The Canadian National Committee for Mental Hygiene, being deeply interested in all developments concerning the care of insane and neurological patients, was pleased to be represented by the Medical Director, when an inspection of the Westminster Hospital, London, Ont., was made on December 29, 1920. Many well-known psychiatrists and neurologists were present at the inspection, and ample opportunity was given to see every department in the hospital. In addition to the professional men representatives of the War Veterans joined in the survey, which lasted several hours. It was a wise move on the part of the authorities of the Soldiers' Civil Re-establishment to ask for this inspection, as it proved an excellent opportunity to disarm criticism, and to show people who were interested, that a wise policy of dealing with a difficult problem is being followed.

"The general public has always been suspicious of institutions for the care and treatment of mental cases, and has to a great extent left them severely alone except when some atrocity, real or fancied, has been discussed. The process of enlightenment regarding the true facts has been slow and discouraging to psychiatrists, and yet real progress is being made. The war made plain the true facts to many groups of careful observers, and the strain imposed on the mentally handicapped by war conditions brought to the surface many things not before understood and appreciated by the average observer. Notes of sympathy and resentment were struck when it was proposed to put mentally handicapped soldiers into public hospitals, the invariable argument, why should they be submitted to such an indignity?—almost invariably being the one employed. It was not a sound argument, if the public had been doing its duty by its civilians, because the ideal situation would be one that supplied the best care possible for any sick individual whether the illness was mental, physical or both. If such care was not obtainable for the mentally diseased then there was 'something rotten in the State of Denmark,' and Provincial Governments were failing in their duty. It opened up a big question and the Military Hospitals Commission and subsequently the military authorities acted with wisdom and discretion in bowing to the popular will by providing such an institution as that at Cobourg where the same care was lavished on mental cases as would have been supplied in a well equipped general hospital.

"The object lesson has not been lost, and the Soldiers' Civil Re-establishment has been wise in continuing the policy originally adopted at Cobourg, even if it does indirectly show a certain want of confidence in the public hospitals for the insane. Of course, public hospitals are profiting by the new enthusiasms, and all over Canada the National Committee finds the most satisfactory improvement in the organization of hospitals for the mentally diseased.

"Westminster Hospital is a splendidly built institution, nearly perfect in its equipment, and represents an outlay of somewhere about two millions of dollars. No money has been uselessly expended on ornamentation and although the building was originally designed for the purpose of a military hospital it has been modified in such a way that it meets the requirements of psychiatry most admirably. It is, in every sense of the word, an inspiration to those who have wished to see better things in the care of the insane developed in Canada, and the fact that it employs a voluntary admission system to such an extent, that practically fifty per cent of the admissions are of this kind, is one of the most admirable features of the institution.

"The building ultimately will have a capacity of 500 patients. At present there are 365 on the roll, but only 304 of these are in residence; the others are on probation.

"The medical staff consists of Dr. B. T. McGhie, superintendent; Dr. W. T. B. Mitchell, neurologist; Dr. W. J. McLean, in charge of one reception wing and active

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\*By Dr. C. K. Clarke, Medical Director, Canadian National Committee for Mental Hygiene



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treatment department—he also occupies the position of president of the Medical Board; Dr. H. J. Horn, in charge of the reception ward, also chief of staff; Dr. Nichol, in charge of the tuberculous wards 1 and 2 B; Dr. S. T. Towers, in charge of vocational therapy; Dr. H. G. Preston, head of the X-ray, hydro-therapeutic and electro-therapeutic departments. The matron, Miss C. H. Ross, is a returned nurse, who had experience at Cobourg Military Hospital, and was also in charge of “shell shock” division in France. The medical staff has the advantage of youth coupled with enthusiasm, experience overseas as well as in many of the provincial institutions, and is admirably equipped to carry on the important work entrusted to it. The matron is an enthusiast, and combines with her enthusiasm the ability to get results that are most gratifying.

“It would be difficult to imagine a better equipped hospital from the standpoint of cleanliness, good housekeeping, and excellent management. The nurses number nineteen. This includes the matron and the social service nurse. In addition to this there are twenty-three trained attendants, an occupational staff numbering eighteen, and sixteen ward aides, all trained. The occupational staff is made up pretty largely of women who obtained their training at Toronto. There are no less than sixty-three medical orderlies, men who are well trained and have an intelligent conception of the work they are to do. While their training lasts but three months, yet during that time they are thoroughly instructed in routine ward work, hydro-therapy, the method of taking care of excited patients, acute cases, and those who are intent on committing suicide. With a staff as extensive as this, better results should be looked for than are to be expected in public hospitals for the insane, where the question of maintenance is so frequently regarded as of far more importance than the welfare of the patients.

“Before referring to the institution as a curative and custodial establishment it may be well to describe some of the arrangements within the hospital. It is unusually well lighted, and those who had the designing of Westminster did not forget that it is just as important to provide solaria and places for recreation as it is to develop dormitories. The result is that nowhere can overcrowding take place, and the opportunity to deal with the individual exists on every side. Welsh quarry tile has been used wherever tiling has been necessary, with pleasing results, and the flooring of the institution has been done very largely in birch, a wood that when properly laid is one of the best of all for institutions, as it is warm in colour, has a pleasing effect, and is durable.

“The hydro-therapeutic installations to be found all through the institution are excellent, and the continuous baths so numerous that the control of excitement is a simple matter.

“The dining rooms are bright, cheerful and well equipped. A pleasing feature is that the cafeteria system is used, and evidently is satisfactory.

“In addition to the main hospital, and isolation hospital, a unit for the care of the tuberculous, a fine amusement hall, separate quarters for employees, cottages for medical officers, etc., exist, making altogether a unique institution. When it is remembered that the hospital has only been operated as a psychiatric department since May, the results achieved are somewhat surprising.

“The amusement hall is constantly in use, and three nights a week are devoted to “movies,” the hospital being on a regular circuit. A weekly dance too takes place, and other entertainments are provided by the institution and by the people of the city of London, who take a deep interest in the hospital, in this way coming in touch with a situation that is only too frequently ignored by people who should be educated in regard to the care of the insane and neuropathic.

“The moot point in regard to the organization of Westminster Hospital is that regarding the type of patient to be received, some neurologists maintaining that neuro-



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logical cases should not be admitted, the idea being that it is detrimental to them to be associated with distinctly mental cases, and the stigma attached to hospitals for the insane is such a well fixed thing in the eye of the public that harm must result. It is a difficult question, but a visit such as that made yesterday does much to disarm criticism of this kind, it being so evident that the cases received in this hospital are truly those likely to be benefited by the treatment. The voluntary admission system, too, does away almost entirely with the objections that might be urged where admission by certificate is insisted on. It is a difficult matter to differentiate between the so called functional neuroses and cases which are to be regarded as curable from the psychiatric standpoint. At all events, any objection that might be urged with some degree of success may easily be silenced by erecting a further unit that might be used for the study and cure of so-called 'problem cases.' No doubt this point will be considered in due course by those in authority.

"As must ever be the case in a successful hospital for the mentally diseased, occupational therapy is the keynote in the management, and it is not being lost sight of in this institution. With a farm of one hundred acres, with unlimited capacity for development of truck gardens, horticulture, etc., outdoor employment can be found for all those who require it, and as Mr. Turley\* suggested in an admirable speech at the conclusion of the visit, if facilities for raising plants on a large scale during the winter months could be provided, another outlet for the energies of the patients might be found. Employment is provided on an extensive scale, and might be further developed with advantage, because different individuals require different occupations—what appeals to one does not attract the other—and any one who knows how much the success of a hospital depends on the psychological study of the individual, realizes that considerable ingenuity has to be shown in the finding of the right thing for each patient to do. Drill classes, for example, are greatly enjoyed by certain types, and yet are useless for others; bead stringing is not an industry attractive to everybody, and basketry might prove monotonous; carpentry appeals to some, others are devoid of the mechanical ability to succeed, and so on. Industries available at present in Westminster are physical drill, carpentry, shoemaking, weaving, basketry, raffia work, furniture-making, wood-carving—an excellent industry for certain artistic kinds because it involves so little in outlay for material and takes so much time. Other occupations are contemplated, and will in a short time be introduced. If any criticism is to be made of the arrangements for occupational therapy in Westminster, it is, that trivial occupations possibly receive more attention than they deserve, but under conditions of development that was apparently unavoidable. At all events, the great majority of the patients in Westminster are occupied at something, and an outlet is found for the wares produced, in a ready market. A recent sale netted in the neighbourhood of one thousand dollars, and this money was given to the patients after the actual cost of material had been deducted; in some cases the money was deposited to the credit of the patient, in others given to them as they find use for it at an excellent canteen which exists, where the prices are kept within reasonable limits. This idea is a good one, and rather unusual in such institutions. It encourages the patients to produce marketable wares, and lessens the feeling of humiliation which might result if they were not allowed to participate in the profits of their industry.

"Such a policy would have been considered heresy in the good old days, and the idea of considering a group of the mentally diseased as worthy of any degree of trust would have been opposed. It is true though, that the more the effort is made to humanize the patients even in custodial institutions the better will be the results. I deliberately did away with so called refractory wards in an institution over which I presided and as far as possible, beautified the corridors where it had been the custom

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\*Provincial Secretary of the Ontario Command of the G.W.V.A.



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to segregate cases of excitement. The results were more than gratifying, and the point of view was pretty well illustrated by one chronic disturber who said to me, 'Doctor will you kindly have me removed to some other place where the surroundings are less beautiful as I hate to smash the pretty ornaments and bric-a-brac here.' In other words, she was receiving a healthy lesson in self-control. As is to be expected a great many of the wards are open, and everything possible is done to make the patients feel that they are visitors rather than prisoners. The experiment with voluntary admissions is a most encouraging thing, and 50 per cent of the recent admissions come under this heading. The number is steadily increasing, and yet of 320 admissions no less than 140 were of the voluntary type.

"We took occasion during our visit to question many of the patients closely regarding their impressions of the hospital, and the treatment they were receiving. It so happened that some chronic kickers were shown, and it was reassuring to find that these patients admitted that no fault could be found either with the surroundings, the food, or with those who were looking after them.

"The aim of Dr. Farrar, who is largely responsible for this splendid development, is to make Westminster an active treatment centre, and its usefulness may be continued for many years with satisfactory results.

"We were received on our visit by Dr. Alexander, the Assistant Medical Director for Western Ontario, who was indefatigable in his attention to us, and who has played an important part in the development of Westminster Hospital.

"Dr. McGhie, the superintendent, had the advantage of association with Major Young in Cobourg, and much of the excellent work that was carried on there is being continued with the best ideals ever presented to the subordinates.

"When Westminster is fully developed along the lines proposed, it will be an object lesson to the provincial institutions, where the superintendents are enthusiastic enough to produce results, but have never been given equipment in the way of trained help, vocational assistants, trained nurses of the best type, trained aides, and intelligent orderlies.

"There is little use in blinking at these facts, and just as long as governments will insist on managing hospital affairs themselves without the aid of an expert commission the results will be discouraging. Political exigency has ever been the curse of government institutions, and will remain a detriment until a properly constituted commission is appointed—a commission that has no other interest than that of serving the public in the most intelligent way possible. It will mean a large increase in maintenance, but the benefits and results will more than justify the expenditure.

"Of course, the psychopathic hospital will minimize the difficulties to be faced, very materially, but the educational effect of such an institution as Westminster will bring about the reforms asked for much more quickly than any other method."

## SOCIAL SERVICE SECTION.

In the reconstructive work of rehabilitation of the disabled soldier, the Social Service nurse has become an essential and indispensable part of a programme which has for its aim the restoration, preservation and promotion of health among those ex-soldiers who come under the care of this department.

This is a specialized nursing activity, and the Social Service nurse is to be regarded not merely as an attendant upon the sick, but rather as an educator and reformer. She must possess, in addition to the educational and technical qualifications incidental to her professional calling, a special experience and training in the fundamental sciences of psychology, sociology, hygiene, sanitation and nutrition.



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Participation in or duplication of the work for which the different Public Health organizations are responsible is avoided by mutual co-operative arrangements with Public Health officials. All Social Service work is under the direction of the Unit Medical Director or other physician, and is carried out only in accordance with his expressed instructions.

The character of the work done varies with the type of case, and these may be divided roughly as follows:—

1. *Tuberculous cases.*—The period after discharge from sanatorium of an arrested or quiescent tuberculous case must be very carefully considered and planned in order to guard against relapse of the disease.

It has been found that the sudden change from perfectly ordered hygienic surroundings, with good food, fresh air and skilled medical attention, to the conditions under which the less well off must so frequently live and work, is a strain which many cannot withstand.

Following discharge from sanatorium, each individual case is visited at his home within one month of his discharge, and at varying intervals subsequently, according as the circumstances of the case demand. The Social Service nurse, in visiting the home of a tuberculous case, observes existing conditions in the environment, and, when indicated, instructs and demonstrates to the patient and members of the household the precautions which must be taken to avoid spread of the disease. She brings to the aid of the patient such measures of relief as are required, and helps to regulate those factors in the daily life of the household which have a direct relation to health—cleanliness, diet, clothing, fresh air, sleep, and recreation.

In this way, the Social Service nurse not only supplements the efforts of the physician, but also is able, as a result of her technical training, to report new conditions which are unfavourable, and observe symptoms which indicate recurrence of the disease, necessitating readmission to sanatorium.

2. *Neurological and mental cases.*—The Social Service nurse helps the patient and household to meet the difficulties involved in the period of readjustment from hospital to home, adding thereby to the peace of mind which is so essential to prompt recovery. She assists the patient in carrying out the physician's instructions, helps to eliminate or readjust contributory factors in the environment, teaches the principles of mental hygiene and generally exercises supervision until the need therefor is no longer present.

It is frequently desirable that an investigation be made of home conditions before such a case is discharged from hospital, as this information may have a direct bearing on the duration of hospital treatment which may be required.

3. *Out-patients, class one.*—As treatment of this class of case is for the most part of short duration, and as they are usually of a light medical or surgical nature, there are fewer indications for Social Service investigation and this is, as a rule, only carried out at the request of the individual or of the physician in charge of the case.

Such visits may be made for the purpose of providing actual nursing care, for investigation and report as regards home conditions, or for the purpose of ascertaining if the individual is carrying out the instructions as given by the physician in charge, relative to his treatment.

4. *Special cases.*—These comprise those cases for whom special provision is made under P.C. 2328. For the guidance of the Unit Disablement Board in dealing with applications for assistance, it is necessary that an investigation of home conditions be made in each instance to verify the claims made by the applicant.



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5. *Co-operative visits*.—Other reports of an unclassified nature are frequently required by other branches, departments or units, relative to home conditions, to investigate claims made by individuals and for various other purposes.

The Social Service organization of this department being maintained only for the care and welfare of disabled soldiers is necessarily of a limited character. There are throughout Canada thirty-four Social Service nurses and as an indication of the work accomplished by that organization during the past year, the following table is appended, summarizing the visits made.

## SOCIAL SERVICE INVESTIGATIONS

Tuberculous cases..	3,884
Out-patients (Class 1) ..	5,884
Problem cases (P.C. 2328)...	2,013
Neurological and mental cases ..	2,921
Co-operative and unclassified ..	19,238
Total ..	33,940

## DIETARY SECTION

During the organization of the D.S.C.R., it was considered essential to establish a Dietary Branch in connection with the general plan of hospitalization. With this in view, a survey was made of the dietetic services in the large modern hospitals, and as a result of these observations an efficient dietary service was installed in the various institutions controlled or operated by the department. A graduate dietitian is in charge of the entire hospital cuisine, whose duties comprise the provision of suitable diet for patients, as prescribed by the attending physicians, as well as meals for the general hospital staff. In order to meet the precarious appetities which must necessarily exist among patients in hospitals, menus are carefully worked out so as to furnish a sufficiently wide range of choice to meet the individual demands of the patients.

The Dietary Section in a departmental hospital or sanatorium is called upon to furnish meals for the entire hospital population, which range from 50,000 to 4,000 meals per month. The duties of the dietitian are practically the same in each institution, only varying in the volume of work performed with the size of the hospital. The routine work comprises:—

1. Ordering of monthly, weekly and daily food supplies through the Purchasing Branch of each unit.
2. Checking of supplies as they are issued.
3. Overseeing of the preparation of food.
4. Supervision of distribution and serving of prepared food.
5. Cost accounting of the dietary branch.
6. Preparation of menus.

Daily menus are worked out by the dietitians under three general headings, as follows:—

1. Suitable meals for patients on general diet.
2. Proper meals for employees on full duty.
3. Specially prepared diets as prescribed by the medical staff.

Patients requiring highly specialized diets, e.g., diabetics and nephritics, are concentrated in a given hospital in each Unit in so far as it is practicable, as the preparation of such diets entail considerable waste of food supplies and call for so much personal attention on the part of the dietitian and kitchen personnel that the general routine of the kitchen is more or less disturbed. Therefore, it was considered



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much more satisfactory both from a standpoint of economy and smooth operation of the kitchen, to place these patients all under one roof. Under this arrangement, it was found that special diets could be prepared with the absolute minimum of food loss.

Sanatorium cases present a somewhat different problem as compared with general hospital patients in regard to dietetics. As a result of their disabilities and long hospitalization, due consideration must be given to tickle and indifferent appetites, and every effort is made to prepare the meals in the most appetizing and attractive manner, in order to encourage patients to eat so that their body weight, which is so essential in the treatment of these cases, may be maintained and increased in so far as this is possible, by proper feeding. As a result of the special articles of diet that are required for patients undergoing sanatorium treatment, the food costs are higher than is the case in general treatment hospitals.

There are many factors which enter into the cost of operating the Dietary Branch in each institution. No fixed establishment can be laid down for any given hospital, the size of the staff being materially affected by the type of hospital construction, kitchen equipment and number of "tray patients" in the institution, all of which may increase or decrease the operating expenses. The present high cost of foodstuffs, culinary equipment, cleaning materials and increased wages demanded by kitchen help, have added considerably to the general operating charges.

Conservation of kitchen by-products is carefully supervised with the result that considerable revenue is derived from this source, all moneys so obtained being turned in to the Accounting Branch.

The policy of establishing a Dietary Branch in the various hospitals has been fully justified and has resulted in an excellent food service and considerable economy to the department.

## FOREIGN RELATIONS SECTION

Reciprocal arrangements have been entered into by the department with the Governments of Great Britain (for the British Isles, South Africa and the Crown Colonies), New Zealand, Newfoundland and the United States, whereby ex-members of the Canadian forces resident in these countries may be given treatment for war disabilities, and ex-members of the forces of these countries resident in Canada, may be given treatment for war disabilities, by the department. The arrangements for the treatment of ex-members of the Canadian forces resident outside of Canada, and of ex-members of the Imperial forces resident in the United States, are made by the Foreign Relations Section of the Department at head office, and include the keeping of records, the issue of pay and allowances, etc.

In the United States, treatment is provided by the United States Public Health Service, in accordance with procedure established by the Bureau of War Risk Insurance. So far as possible the department has advised all ex-members of the forces resident in the United States, regarding the arrangements made, in order that they may know exactly what action to take, in the event of their requiring treatment for disabilities caused or aggravated by service.

In general, cases, which require treatment for short periods only, or in which, for climatic or family reasons, it is considered desirable to continue treatment in the United States are admitted to institutions under the supervision of the United States Public Health Service, but it is the policy of the department to return to Canada, cases which require special treatment, such as neurological or orthopaedic cases, and those which will likely be of long duration.



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The American Red Cross has been of splendid service in co-operating with the department by providing advances of money, and adjusting domestic difficulties. The work ordinarily performed by the Social Service section of the Medical Branch in Canada is carried on in the United States by the American Red Cross. All branches of the American Red Cross are aware of the arrangements made with the Bureau of War Risk Insurance, and the United States Public Health Service, and ex-members of the forces requiring treatment, are referred by them to the proper authorities.

Arrangements have also been made by the department for the provision of treatment to ex-members of the French forces resident in Canada, who are suffering from disabilities due to service, and the department is reimbursed by the French Government for the expense involved.

The treatment of ex-members of the Canadian forces resident in Great Britain, is under the supervision of the Overseas Medical Representative of the department, 103 Oxford street, W. 1., England.

STATISTICS, JULY, 1919, TO DECEMBER, 1920

EX-MEMBERS OF UNITED STATES FORCES IN CANADA

Cases under treatment.. . . .	18*
Cases under investigation.. . . .	50
Total.. . . .	68
<i>Cases disposed of—</i>	
Treated and discharged.. . . .	35
Reports secured (no treatment required).. . . .	162
Reports requested (men returned to United States).. . . .	166
Total.. . . .	363
Grand total.. . . .	431

EX-MEMBERS OF CANADIAN FORCES IN THE UNITED STATES

In-patients on the strength of the D.S.C.R.. . . . .	111
Cases under investigation as in-patients.. . . .	74
Total.. . . .	185
Out-patients, Class 1.. . . .	7
Cases receiving dental treatment.. . . .	15
Cases under investigation.. . . .	205
Total.. . . .	227
Total.. . . .	412
<i>Cases disposed of—</i>	
Discharged from hospital.. . . .	453
Out-patients treated at clinics.. . . .	166
Orthopædic and surgical appliances supplied.. . . .	154
Service disability disclaimed.. . . .	140
Treatment not required.. . . .	785
Returned to Canada.. . . .	251
Men not located.. . . .	157
Died.. . . .	58
Total.. . . .	2,164
Grand total.. . . .	2,576

\* 15 of these are out-patients, Class 2.



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## EX-MEMBERS OF IMPERIAL FORCES IN UNITED STATES

In-patients on the strength of the D.S.C.R. . . . .	42
Under immediate investigation as in-patients . . . . .	44
Total . . . . .	86
Cases under investigation . . . . .	90
Total . . . . .	176

*Cases disposed of—*

Discharged from hospital . . . . .	116
Out-patients treated at clinics . . . . .	64
Orthopædic and surgical appliances supplied . . . . .	46
Service disability disclaimed . . . . .	17
No action required . . . . .	147
Returned to England from United States . . . . .	5
Returned to Canada from United States . . . . .	30
Men not located . . . . .	35
Died . . . . .	16
Total . . . . .	476
Grand total . . . . .	652

## BOARD OF TUBERCULOSIS SANATORIUM CONSULTANTS—SUMMARY OF REPORT

In April, 1920, the Director Medical Services of the Department of Soldiers' Civil Re-establishment appointed a Board of Tuberculosis Sanatorium Consultants, consisting of the following specialists in the treatment of tuberculosis:—

- Dr. C. D. Parfitt (chairman), Medical Director, Calydor Sanatorium, Gravenhurst, Ont.
- Dr. W. M. Hart, formerly O.C., Special (Tuberculosis) Hospital, Lenham, Kent, England, and Saskatchewan Sanatorium, Fort Qu'Appelle, Sask.
- Dr. J. R. Byers, Medical Superintendent, Laurentian Sanatorium, Ste. Agathe des Monts, P.Q.
- Dr. A. F. Miller, Medical Superintendent, Nova Scotia Sanatorium, Kentville, N.S.
- Dr. D. A. Stewart, Medical Superintendent, Manitoba Sanatorium, Ninette, Man.

This board was instructed by the Director Medical Services to study, in general, the whole question of the treatment of tuberculosis occurring amongst the ex-members of the Canadian and Imperial forces in Canada. The greatest liberty of investigation was afforded at all points. Business details were not specified as part of the inquiry, but special reports were to be made in detail on the several sanatoria, regarding:—

- (1) The suitability, sufficiency and efficiency of the plant in general, and its equipment and furnishings.
- (2) The personnel in general, and especially the medical personnel as regards special training and experience in the diagnosis and treatment of tuberculosis.
- (3) Medical standards and records as regards method and efficiency.



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## (4) Conclusions regarding patients examined by the board:—

- (a) Patients who have been under treatment for a longer period than five months, with a view to determining whether the department is justified in retaining them longer in the sanatorium for treatment.
- (b) Patients of uncertain diagnosis, or those under treatment for conditions other than pulmonary tuberculosis, but who, in the judgment of the medical superintendent, require prolonged sanatorium treatment.
- (c) Any special cases for whom a medical superintendent required consultation.
- (d) All patients in whom poison gas may have been a factor in producing illness (especially those with official histories of exposure), with a view to determining the etiological association of the exposure with the condition for which the patient is being treated.

## (5) The quality, source of supply, preparation and service, of the food.

## (6) Complaints, which, without prejudice, may have been brought forward by patients, staff or employees, individually or assembled, by the invitation of the board. These to be forwarded to the Director Medical Services with comments and recommendations.

## (7) Recommendations as to:—

- (a) Necessary or desirable additions to, or alterations of, plant and equipment, especially in regard to improvement of medical facilities, viz: artificial pneumothorax apparatus, X-ray department, laboratory, dental department, provision for natural or artificial sunlight, hydrotherapeutic arrangements, desirable development of a medical library, occupational therapy and vocational training.
- (b) Improvements of medical standards and records.
- (c) Modifications of service and policy.
- (d) Concentration of patients wherever practicable, with the closing of unnecessary or less-efficient sanatoria.

In addition to the care of patients under treatment the general question of the after-care, and employment after discharge from the sanatorium of the tuberculous ex-service man was to be given consideration. In connection with this subject a special report was required regarding the applicability of Order in Council P.C. 2328 to the sanatorium dischargée.

The board assembled at Ottawa on April 16, 1920, and reported verbally four months later, after having completed its survey of the twenty-six sanatoria in Canada and the special clinics treating D.S.C.R. patients. The several matters to be considered are dealt with in a series of reports as follows:—

- (1) The application of Order in Council P.C. 2328 to the tuberculous ex-service man.
- (2) Medical statistics regarding (a) patients in residence, (b) patients discharged.
- (3) The present and future distribution of D.S.C.R. patients in sanatoria.
- (4) A critical review of the several sanatoria inspected with classified notes on details.
- (5) A classified record of complaints and suggestions from patients, staffs and employees, with comments.
- (6) The after-care, post-sanatorium employment, and possible re-establishment of the tuberculous ex-service man.
- (7) A general review of the tuberculosis problem as regards the ex-service man, with conclusions and recommendations.



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## MEDICAL STATISTICS\*

## INCIDENCE OF TUBERCULOSIS IN THE C.E.F.

The 8,571 so-called tuberculous ex-service men treated by the department to April 30, 1920, when proportioned to the 590,572 men entered in the C.E.F., give an incidence rate of 2.5 per 1,000, yearly, for the 5½ years considered. This will be referred to as the crude incidence rate.

The average number of men under arms throughout the period of the war, with deductions for dead and missing, has been estimated at 317,000. The annual incidence rate is, therefore, more fairly based upon this number, and is 4.7 per 1,000. Since 8.6 per cent of the patients treated in sanatoria were diagnosed as non-tuberculous, .4 per 1,000 should be deducted, leaving 4.3 per 1,000 as tuberculous. These are further divided into bacillary positive cases, 1.9 per 1,000 (44 per cent), and clinically tuberculous cases, 2.4 per 1,000. This rate of 4.3 will be referred to as the corrected incidence rate.

## COMPARISON WITH B.E.F.

The incidence rate of tuberculosis in the British Forces, obtained by proportioning the total cases to total enlistments, without correction for the annual average under arms, is 1.07 per 1,000, yearly. It is understood that, in Great Britain, the presence of bacilli was necessary for a diagnosis of tuberculosis; so that, instead of comparing the rate of 2.5 per 1,000, similarly obtained for the C.E.F., with the British rate, the crude rate for bacillary positive cases only should be used, 1.1 per 1,000 (44 per cent of the 2.5 crude rate). The incidence rate is, therefore, approximately the same in the two armies; but, in Canada, 1.4 per 1,000 have been treated in addition as being probably tuberculous.

## COMPARISON WITH A.E.F.

The rejections for tuberculosis from the first million men drafted into the American army, were 8.73 per 1,000—more than six times the death rate estimated for men of military age in Canada. This was quite a non-selective draft, and many cases of active tuberculosis were necessarily included. The break-down rate during service (incidence) was 2.9 per 1,000, rather more than the probable comparable incidence (2.5) of the C.E.F.

## COMPARISON WITH CIVIL LIFE

A comparison between the incidence of tuberculosis in the army and in civil life, while of interest and importance, may only be approximated. Too short a time has

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\* NOTE.—(1) Because of the month in which this inquiry commenced, the numbers considered are as they were on April 30, 1920, unless otherwise stated.

(2) Apparent discrepancies in number are due to the following causes:—

(a) The department records as one individual only, each patient taken on strength for treatment, no matter how often taken on strength.

(b) The sanatoria include amongst admissions and discharges patients who have been transferred from one institution to another, and those who have been readmitted for treatment. By most institutions, these are counted as separate individuals each time.

(c) Numbers recorded in aggregates are not invariably obtained from all or the same sanatoria.

(3) Computation:—

(a) Averages are invariably made from numbers, actual or computed; never from percentages.

(b) Basic numbers from which percentages are derived vary. Hence, when comparing percentages, their origins must be considered.

(c) Where it would have been unreasonable to demand a classification based upon a study of the case-records of all the patients discharged, because of the considerable number involved, serial groups of 100 cases only have been classified. These have been distributed proportionately to the total under consideration. From a classification of each serial group, the proportions obtained have been applied only to the total of the same institution.



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elapsed for the death-rate from tuberculosis in the army to become reliable for comparison with the civilian death-rate. The civilian death-rate is the only index of the amount of tuberculous disease in the community at large; and, by multiplying this by various factors, estimates have been made of the morbidity, or tuberculous status, of the community, existing at any one time. It is fallacious, however, to compare this momentary status with the annual incidence, or crop of tuberculosis, yielded by the army, removed from it, and placed in sanatoria. The civilian incidence is that amount of new tuberculosis which yearly enters the tuberculous group to replace losses by death and recovery, absolute or relative. The civilian incidence, with some variation, has long been operating to evolve the tuberculous group.

It can be shown that, operating for a period of 20 years, an annual incidence of twice the death-rate will compensate losses by death; maintain an average number of 5 times the death-rate of clinically active cases; a group of equal size of less obviously active cases; and a group of arrested cases ten times as large as the death-rate. Two-thirds of this group of arrested cases (16 per cent of the incidence) will not die from tuberculosis within the period. This last group is fairly comparable with the 25 per cent of patients who do not die from tuberculosis within 20 years after discharge from the Trudeau Sanatorium. (Trudeau Sanatorium Analysis). After the 20-year period, this status will be maintained by an incidence rate one-third greater than the death-rate.

Thus, the several estimates of the relation of morbidity to mortality, the results of approximations or surveys, can be satisfied.

In Canada, the death-rate from tuberculosis in 1915, was 1.08 per 1,000 for the whole population. For men of military age, the rate has been estimated at 1.36 per 1,000 for the whole country, from incomplete vital statistics. This group had a rate of 1.06 per 1,000 in the provinces of Alberta, Saskatchewan, Manitoba and Ontario. The general rate for these four provinces was .84. This relatively more vigorous population provided 66 per cent of the enlistments.

The development of tuberculosis will continue, somewhat modified, because of selection, in the army group, apart from all considerations of army life. The army has had the advantage of the selection of an average higher physical manhood than the average of civilian life, while the men composing it have had the advantage of regularity of life; much time spent in the open; and a higher standard of food. On the other hand, the men have undergone varied hardships of service, and have been exposed to intercurrent disease through close association in barracks, etc., to a greater extent than have civilians. Any difference between the natural civilian incidence for men of military age, and the actual incidence in the army group, will be due to army life. An incidence rate somewhere between one and one-third times and twice the death-rate (1.36 for males of military age) may reasonably be assumed to be operating in any case, as amongst civilians. This will be from 1.8 to 2.7 per 1,000. The corrected army incidence was shown to be 4.3 per 1,000. An additional incidence rate somewhere between 2.5 and 1.6 per 1,000 may, therefore, fairly be considered due to army life. This is an increase over the estimated rate of incidence for civilians of 140 per cent in the first instance, and 60 per cent in the second. Broadly speaking, there is, then, twice as much tuberculosis amongst the ex-service men of the C.E.F., as amongst civilians of the same age period, (20-44).

## ADMISSIONS TO SANATORIA

The total number of admissions to twenty-two sanatoria were 9,382, and 7,570 (80.6 per cent) have been classified according to the province of enlistment. Provincial patients not classified, 1,364 (14.6 per cent of the total), cannot be distributed. The omissions are, however, fairly compensated, since, by readmissions for relapse (1,042) and transfers of patients from one sanatorium to another, the number of



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admissions shown is approximately 20 per cent in excess of the number of individuals who enter sanatoria for treatment for tuberculosis. These discrepancies cannot be fully corrected at the present time.

#### PROVINCIAL INCIDENCE

When these groups are proportioned to the number of men enlisted from the respective provinces (the same factors for correction being applied as were used for obtaining the incidence ratio), there is found, with two exceptions, a variation in rates for the several provinces comparable with the variations for the civilian rates.

From Alberta eastward there is a fairly consistently increased incidence from 3.16 in Alberta to 9.95 per 1,000 in Nova Scotia and Prince Edward Island, the rate rising rapidly east of Ontario, while in British Columbia the rate of 4.25 lies midway between the rates for Ontario and Quebec. The exceptions are Saskatchewan, in which province the civilian rate is unduly low (due possibly to error in recording vital statistics), and Nova Scotia, which apparently has a relatively highly tuberculized population, with a greater number of breakdowns on service in consequence.

The tuberculosis in the army, then, is strictly proportionate to the amount in the civil population from which the men have been drawn. The more tuberculized the province, the more tuberculosis will be found amongst its ex-service men.

#### CLASSIFICATION OF PATIENTS

A classification of all the patients treated at the several sanatoria gives the composite opinion of all the physicians who, during the past six years, have undertaken the several statistical groupings, according to their individual interpretation of the criteria defined by the National Tuberculosis Association. In some cases, opinions were necessarily based upon the work of predecessors. Experience, facilities for investigation, and the degree of opportunity for intensive work, will all be variable factors in the grading of cases. Transfers from one institution to another, and readmissions for relapse, cause some confusion since they not only swell the apparent number of patients treated, but they may be graded differently both on readmission and on discharge. The latter, moreover, are in many cases treated in some other than the original sanatorium of admission. All numbers used are the actual figures, and when numbers derived from percentages are used it is so stated. The basic groups must vary since classification for all patients cannot be obtained. These groups are, however, so large that proportions derived from any of them may fairly be applied to other groups, if other, not given, ratios are desired. Some further studies, still incomplete, cannot be included. Special analyses, at the cost of much time, have been made by the several superintendents in order to make this summary possible.

#### ADMITTED PATIENTS

For 8,571 tuberculous patients treated by the department, there have been more than 9,382 admissions to twenty-three sanatoria and three special tuberculosis wards of general hospitals, besides some to other institutions from which information was not obtained. An analysis has been made of 6,463 admissions and discharges.

Of these patients admitted, 5,850 (90.7 per cent) had pulmonary tuberculosis, and 47 per cent of these were bacillary positive; 41 (0.63 per cent) had tuberculosis other than pulmonary; 564 (8.7 per cent) were not considered tuberculous, and in 8 (0.12 per cent) there was no record of diagnosis. The pulmonary tuberculosis group was further classified as 9.3 per cent of doubtful evidence; 25.7 per cent as incipient; 40.2 per cent as moderately advanced and 24.7 per cent as far advanced cases.



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## DISCHARGED PATIENTS

Of the patients discharged, 111 (1.7 per cent) were not recorded; 559 (8.6 per cent) were considered not to be tuberculous, while 5,793 were tuberculous and classified as follows: disease arrested, 345 (5.9 per cent); apparently arrested, 1,265 (21.9 per cent); quiescent, 1,396 (24.1 per cent); improved, 1,654 (28.6 per cent); unimproved, 719 (12.4 per cent); died, 414 (7.1 per cent).

The non-tuberculous group, mostly with disorders of the respiratory tract, includes diseases which complicated diagnosis. Of the 343 cases classified, 4 were cured (0.9 per cent); in 14 (5.6 per cent) the disease was quiescent; in 293 (85.3 per cent) improved; in 27 (7.8 per cent) unimproved and 5 (1.3 per cent) died.

## RELAPSES

Relapse was the cause of 1,042 (estimated) (11.2 per cent) of the 9,382 admissions, and relapsed cases numbered 731 (10.8 per cent) of the 6,771 discharged, and 177 (12.8 per cent) of 1,376 of those now under treatment. These patients help to raise the proportion of bacillary positive cases in the present patients to 54 per cent, as compared with 47 per cent in the discharged group. In the combined groups, 43.8 per cent were bacillary positive.

It is inevitable that the number of admissions for relapse, compared with direct admissions, will steadily increase and they, along with progressive long-treated cases, will ultimately form the large proportion of patients who must be kept under treatment.

Not all relapsed cases are readmitted, but the majority probably re-enter sanatoria. Comparable figures for civilian patients are not available.

The primary causes of relapse have been classified, but it should be recognized that several factors may be closely correlated and the cause not always fairly determined. They are as follows for a combined group of 7,550 discharged and present cases: Insufficient treatment, 49 per cent (424); misconduct, 13 per cent (110); intercurrent disease, 17 per cent (144); insufficient monetary compensation from the Government, 4 per cent (38); overwork, 13 per cent (113); unhygienic living and working conditions, 1 per cent (7); other causes, 3 per cent (29). In the group under treatment as compared with the discharged group, intercurrent disease, insufficient monetary compensation, and overwork, have increased relatively as causes of relapse, with proportionate decrease in the other groups. Insufficient treatment in the majority of instances has been due to the patients' unwillingness to remain in the sanatorium. Insubordination has been a cause of discharge in 2 per cent of the discharges.

## DURATION OF TREATMENT

The average length of treatment of discharged patients has been 5½ months, the maximum average of one institution was 8½ months, and the minimum average 1½ months (in a reception and distribution hospital where only advanced cases were retained).

## DURATION OF DISABILITY

A forecast of the future of the discharged patients has been made from data obtained from representative serial groups of 100 cases from each of fifteen sanatoria. The patients are classified in groups according to the degree and probable duration of their disability. This should prove for all kinds of cases to be temporary in 37 per cent (2,860 of 7,716 discharges); indefinite in 32 per cent (2,465); and permanent in 31 per cent (2,385), including 8 per cent (615) who died. The bacillary positive pulmonary cases (3,620) show naturally a less favourable outlook. Only 11 per cent of these are likely to be but temporarily disabled; 35 per cent will probably be indefinitely, and 54 per cent permanently, disabled, including 16 per cent who died.



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## PATIENTS STILL UNDER TREATMENT

The patients under treatment on April 30, 1920, were 1,791, on the strength of the department, and 1,530 of these were at the several sanatoria. The latter on analysis show up rather less favourably than do the patients discharged. The average duration of residence is already 18 days (12 per cent) longer, 2.4 per cent more are bacillary positive; relapsed cases are greater by 1.7 per cent and the forecast as to disablement is worse; 7 per cent of the temporary group having dropped into less favourable groups.

Of the 1,436 patients under treatment during the time of the board's visits 103 (7.2 per cent) were ex-officers, 24 (1.7 per cent) were ex-nursing sisters, and 1,309 (91.1 per cent) were ex-service men of other ranks. Of these also, 378 (26.3 per cent) were in the infirmary, 264 (18.4 per cent) were up, but restricted to a porch life, while 794 (55.3 per cent) were able to take varying amounts of exercise and to work in the occupational shops and schools. (Numbers were derived from percentages of 1,358 analysed.)

## OVERSEAS GROUP VS. NOT-OVERSEAS GROUP

Seventy-seven per cent of patients treated for tuberculosis were men who had been overseas. An interesting comparison of results of treatment obtained in ex-service men who have been overseas, and those who did not leave Canada, is made possible by figures obtained from the department covering a period of 16 months; 3,218 cases of men in both categories have been classified as 73 per cent tuberculous; 3 per cent non-tuberculous; 6 per cent refractory (AWL 2 per cent and refused treatment 4 per cent); 18 per cent no record. Considering those classified as tuberculous (of whom 1,745 (75 per cent) were overseas men and 585 (25 per cent) not overseas), the following results of treatment are found: In proportion to 100 overseas cases in each instance, the disease in not-overseas cases was apparently arrested in 209, quiescent in 143, improved in 86, unimproved in 115, and 71 died. Similarly proportioned, the not-overseas non-tuberculous cases were 68, and the refractory cases 28. The less satisfactory results for the overseas group are due to four main causes: greater hardship and conditions which favoured advance of disease until recognized; interference with treatment because of travel and change of hospital or sanatorium; varied standards of medical control; restlessness with refractoriness to necessary regime, resulting from military life. The last-mentioned factor is shown by the relatively large number of refractory cases amongst the overseas group.

## POISON GAS

The influence of poison gas as a factor in producing tuberculosis has been of concern to both the public and medical profession. The personal equation of the individual physician in determining whether or not gas has been a factor, and to what degree, in producing the present illness, even when supporting documentary evidence is forthcoming, must be recognized. The widely-varying proportions given by the medical officers of the cases classified at the various sanatoria suggest that bias in clinical judgment is unavoidable. During the latter half of the war, nearly all soldiers in the field are said to have been exposed in some degree to different kinds of gas. Exposure to gas enters, therefore, into the clinical histories of a large number of cases. The composite opinion of the medical officers who have analysed 7,551 histories of illness show that in 445 instances (5.9 per cent) gas exposure bears some relation to the present illness. In only 24.5 per cent of these was documentary evidence produced (although it may have existed for a much greater number). Of these gas-factor cases, 386 (5.1 per cent of the total group) had tuberculosis, either bacillary positive or clinical, and 58 (0.8 per cent) were not tuberculous. In only one-quarter of the tuberculous group, and in one-fifth of the non-tuberculous group,



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was there supporting documentary evidence. Amongst the 328 patients individually examined by members of the board only an occasional patient was seen in whom gas could be considered a determining factor in illness.

## CONSULTATIONS ON PATIENTS UNDER TREATMENT

At twenty-four of the institutions visited, the board made a detailed examination of 328 patients, while many more were seen more casually in consultation with the several superintendents, especially in regard to prolonging or terminating treatment. Rarely did the examination add to information concerning, for the most part, well-worked-over cases. Very few patients could be considered as kept unduly long for their physical needs, and the welfare of the patient was found to be justly considered when termination or prolongation of treatment had been decided upon. The experience of civilian sanatoria is that the vast majority of patients are treated for too brief a time. The 49 per cent of relapses due to insufficient treatment, already referred to, further emphasizes this point. The more prolonged average period of treatment of present patients of nearly six months, with a year as the average period in one small institution, is evidence in part of practical appreciation of this lesson by medical superintendents, and further evidence that relapsed cases require proportionately longer treatment.

## DIFFICULTIES IN DIAGNOSIS

The war, with its aftermath of chronic respiratory infections amongst ex-service men, requires of the sanatorium physician a more accurate differentiation of pulmonary diseases than formerly obtained. The safe and easy course before the war was to regard an indefinite lung affection as tuberculosis unless there was strong evidence to the contrary. The recognition to-day of various chronic respiratory infections impairing health, suggestive but not typical of tuberculosis, introduces a very great difficulty in appreciating fairly the condition of a patient in whom there is reason also to suspect a present or past tuberculous affection. The physician may use all modern means of diagnosis for his suspect cases, and still have reason to doubt the rightness of his conclusions, although for pension requirements he must make a decision. Doubtful and non-tuberculous cases formed 17 per cent of all admissions of D.S.C.R. patients. A number of sanatorium physicians were at a loss in placing these patients, although all facilities for intensive differential diagnosis were at hand. Sometimes they were confused because of the point of view of consultants and of the Pensions Board examiners, especially in regard to patients manifesting a latent clinical tuberculosis, but with a complicating affection. It would be helpful if standards of diagnosis were formulated which, while demanding a minimum of research, would compel accurate deductions before reaching a diagnosis. A class for cases of doubtful evidence, while needed, is a temptation to inaccurate diagnosis. The classifications used for sanatorium purposes, carefully defined, but necessarily arbitrary, have distinct limitations which have been severely strained by these recently-added difficulties in diagnosis. The necessity of some modification is obvious, which will include, but still differentiate, those cases here designated as having latent clinical tuberculosis. This type of case peculiarly complicates the classification of degree of disease and the result of treatment in sanatoria. The patient gives evidence of a past tuberculosis, which is confirmed by X-ray examination, but the disease may be quite arrested, cause no symptoms, and bear no relation to the present illness from which the patient suffers. Nevertheless, it cannot be disregarded as a possible factor in the present illness until a period of observation by a competent observer has made possible a decision in regard to its neutrality. Such cases, of which there are many admitted to sanatoria, should not properly be classified amongst the actively tuberculous, nor should the sanatorium be credited for effecting an arrest of an inactive and probably healed condition not responsible for the illness of the patient. This board has taken the opportunity afforded by collecting statistical material, of attempting to modify existing classification in order that the latent clinical group may be differentiated.



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## THE DISTRIBUTION OF PATIENTS IN SANATORIA

## RATE OF ADMISSIONS AND DISCHARGES

The rate of admissions to sanatoria has continued to rise even for the first third of this year. Discharges, however, have increased so steadily that they promise to exceed the admissions this year, and the peak has, therefore, been passed. The number of admissions to sanatoria is materially in excess of the actual number of individuals treated, as are also the discharges because of transfers from one institution to another, and of the readmission of relapsed cases.

## REDUCTION OF BED CAPACITY

On April 30, 1920, there were 2,227 D.S.C.R. beds in twenty-seven sanatoria and hospital tuberculosis wards. This number of beds is 68 per cent of the total capacity of these institutions. Ten of the sanatoria were operated by the department, and, in two others under the department, provincial patients were also taken. Bowness Sanatorium, Alberta, of the latter type, was still under construction. Four provincial and ten civilian institutions also undertook the treatment of D.S.C.R. patients. The four western provinces contained 687 of the total D.S.C.R. beds; the two central provinces 1,175, and the maritime provinces 365. At this time 1,791 patients were under treatment for tuberculosis by the department and 1,530 of these were in sanatoria. Three months later, the patients under treatment in sanatoria had been reduced to 1,396, leaving a surplus of 831 beds in the several provinces. The closing of nine institutions: four in the western, four in the central, and one in the Maritime provinces, under consideration by the department, was recommended, with due consideration to be given to the least possible separation of patients, especially those in the infirmaries, from the vicinity of their homes. Eight of these nine sanatoria are operated solely by the department. Six of the nine institutions: three in Alberta, two in Ontario, and one in Quebec, had been developed as temporary measures to meet urgent needs, and their temporary character had necessarily prevented development to the standards of efficiency of the larger permanent institutions. Three more permanent institutions: Balfour Sanatorium, B.C., Lake Edward Sanatorium, P.Q., and Dalton, P.E.I., could no longer be considered necessary for D.S.C.R. needs in these provinces, and closure of them was also advised at as early a date as could be arranged.\* The provincial authorities have been approached with reference to the use of two of these for civilian patients. The completion of Bowness Sanatorium, Alberta, will alone make possible the closure of four smaller institutions; three in Alberta, and one in British Columbia. Eighteen institutions will then remain for the treatment of the tuberculous ex-service man. Five will be operated by the department, and, in three of these, provincial patients will also be taken. Thus 607 beds in all will be eliminated (27 per cent of D.S.C.R. beds) but the 1,620 remaining beds, an excess of 16 per cent over those now filled, can, in case of need, be supplemented by 177 reserve beds at the eighteen remaining institutions, making an excess of 28 per cent over present requirements. These reserve beds, however, are not all available without some internal readjustments in the sanatoria.

## PATIENTS OUTSIDE THEIR OWN PROVINCE

Surprisingly few patients were found in provinces other than their home province or province of future residence. Of 1,461 D.S.C.R. patients in residence at the sanatoria during the summer (61 per cent of the total sanatorium patients), only 100 (7 per cent of the total D.S.C.R. patients) were outside their own province, and,

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\* These sanatoria have been closed.



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dispersed amongst the several provinces, there were 149 patients (10 per cent of the total D.S.C.R. patients) from countries other than Canada. The percentage of extra-provincial patients in relation to the total D.S.C.R. tuberculous patients under treatment in each province was as follows: British Columbia, 27 per cent; Alberta, 32 per cent; Saskatchewan, 27 per cent; Manitoba, 12 per cent; Ontario, 14 per cent; Quebec, 24 per cent; New Brunswick, 11 per cent; Nova Scotia, 8 per cent; Prince Edward Island, 0 per cent.

## TRANSFER OF PATIENTS

In order to effect this reduction in the number of institutions, 408 patients must be transferred to other sanatoria. Following the reduction, all provinces, excepting British Columbia, Ontario and Prince Edward Island, will have a large number of beds for D.S.C.R. patients, varying from 22 per cent to 93 per cent, in excess of the patients belonging to their respective provinces. British Columbia will be 23 per cent and Ontario 15 per cent short, and Prince Edward Island will have no S.C.R. accommodation. Institutions other than sanatoria in these provinces (e.g., the Vancouver General Hospital) can accommodate some of the excess, while part must necessarily continue in or be transferred to other provinces.

The benefit to be derived from being placed in more efficient and more pleasantly situated sanatoria, should, on the whole, more than offset the slight inconvenience some few patients must necessarily undergo through removal from the near neighbourhood of their homes. At the same time, a material economy will be effected by the department in the reduction of local overhead expense of sanatorium administration.

## THE TREATMENT OF THE TUBERCULOUS EX-SERVICE MAN

## THE SANATORIUM SITUATION IN CANADA BEFORE AND SINCE THE WAR

*Housing, Service, Medical care and Discipline.*—The anti-tuberculosis campaign in Canada had, by 1915, brought about the erection of 32 sanatoria and other institutions in eight provinces, with a total of 1,840 beds, one bed for every 4,400 inhabitants, with which to treat tuberculosis. Yearly deaths were 8,584, and 42,800 people, (five times the death-rate), a low estimate, were requiring treatment. In 1916, the Government recognized the need of the rapid expansion of existing institutions, and the speedy construction of new sanatoria, in order to care for the inevitable breakdowns from tuberculosis amongst the forces both at home and overseas. As the result of Federal initiative, exerted through the Military Hospitals Commission and the Department of Soldiers' Civil Re-Establishment, and through grants to aid provincial and municipal enterprise, the accommodation for patients had more than doubled by the end of 1919. There were then 3,860 beds in 38 institutions well distributed amongst the nine provinces, one bed for every 2,300 inhabitants. Some of this additional accommodation had been improvised at time of need, but, this year, sanatoria undergoing expansion, or being newly built, have been completed and can replace some of these improvisations. Reservation of 58 per cent of the total accommodation in Canada has been made for ex-service men, or 68 per cent (2,227 beds) of the capacity of the 27 institutions in which the department's patients are being, or, until recently, have been treated. In these institutions, 1,461 beds, or 66 per cent of the department's reservation, are filled, while 91 per cent of the remaining civilian beds are occupied. The civilian population has 597 additional beds in other institutions, a total of 1,633 beds in all.



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## CIVILIAN HARDSHIP

With the rapid influx of patients from the C.E.F., 2,204 in 1918, and 3,354 in 1919, 24 per cent and 36 per cent respectively of the total (9,382) admissions to April 30, 1920, the civilian population requiring treatment underwent considerable hardship. There had been but little sanatorium development by civilian enterprise since 1914, and a large proportion of the already limited bed accommodation was reserved for the returning soldiers until time had been given for the completion of the necessary construction being undertaken by and with the aid of the Government.

## INCREASED EFFICIENCY

While the actual rate of incidence in ex-service men has been estimated to be double that in a comparable civilian population (estimated for 1915), the ex-service man must be treated, while the civilian far too often is not. Moreover, during the years of the war there has been an appreciable rise in the civilian rate. One of the real benefits of the war, therefore, is the great increase in sanatorium capacity because of the participation of the Federal Government. Not only has the accommodation been more than doubled, but all institutions which have enjoyed Federal assistance are much more highly efficient, because of improved equipment, as well as enlargement. This increase in capacity and efficiency could scarcely have been attained in a decade or more under the ordinary conditions of peace without this assistance. Because of war and its results a much longer period would have been required.

Sanatoria have, in Canada, had a hard struggle to become efficient, since the compelling need of expansion for the many who demanded admittance had hitherto restrained improvement of facilities and equipment needed, especially for the development of high standards of diagnosis. In the fifteen sanatoria which the department will continue to operate or co-operate with, after the contemplated closure of nine other institutions has shortly been effected, there are to-day, besides the usual essentials for medical work, good clinical laboratories in all, and also fourteen highly-efficient X-ray installations. Two tuberculosis wards, of three in connection with one special and two general hospitals, in which the department's patients will also be treated, have similar facilities. In eleven of the present sanatoria, the X-ray plants have been directly or indirectly the result of the department's action. In four of the nine institutions to be closed, there have also been X-ray installations. The laboratories in five of the sanatoria have been entirely developed or materially assisted by the department. Comparatively few additions to medical equipment will make all institutions thoroughly well found. The provision of good working facilities is of itself an incentive to a high order of work.

## SPECIAL CONSTRUCTION

More than seventy buildings in all have been erected through Government aid, to serve various purposes, apart from enlargement of existing buildings.

Ten special infirmaries of admirable design and construction, of 50 to 100-bed capacity, have been built entirely, or partly, by the department, and modifications of four other sanatoria for infirmary space have been made. In some respects, the result might have been even better from a medical standpoint if expert advice had been more fully used. In eleven of thirteen other institutions, suitable infirmary accommodation existed. Nine elevators were installed in the infirmaries having more than two floors. Elevators had been originally included in one other sanatorium and in four wards, divisions of larger hospitals. In the institutions treating D.S.C.R. patients, 35 per cent of the department's accommodation is infirmary.

The accommodation for ambulant patients is mainly of the pavilion type, the pavilions being subdivided into wards with porch space, each for eight to ten patients, and with central dressing rooms, lavatories and sitting-rooms. These are mostly of frame, or frame and stucco construction, and have proved to be practical. Most are much better built and finished than the original lean-to type of building, of which they are a further development. Thirty-six of these pavilions have been built.



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Service buildings for dining-rooms, kitchens, and female employees have been especially built by the department for five sanatoria, and great enlargement of existing plant was made in five others. In seven sanatoria, cafeteria facilities have been especially provided. Opportunity has also been provided for recreation, entertainment, moving pictures, theatricals, etc., and canteens, in ten sanatoria by special new buildings, separate or combined with service or vocational buildings. Special provision has also been made for occupational therapy and vocational instruction in eleven sanatoria. In the remaining institutions fair, but occasionally inadequate, facilities already existed; in 17, for recreational, and in 16, for vocational needs.

Six of the sixteen central power and heating plants, and four laundries have been built by the department. These were well-appointed and highly efficient. Administrative and medical rooms in most instances were sufficient, but because of necessary compromise were occasionally not well placed nor large enough for efficient service. One new large administration building was built.

Staff quarters in many of the sanatoria have not been developed proportionately to other enlargements. The nurses' quarters in six sanatoria are in separate, entirely suitable buildings (five of which are due to the department), and in eleven others fairly adequate accommodation is found in administration buildings, but in eight sanatoria the nurses' quarters were crowded, sometimes unpleasantly near patients, and suitable living-rooms were lacking.

Sufficient provision for the men of the upper staff was lacking in seven sanatoria, and in one large sanatorium there were no quarters for a married medical superintendent. In the larger sanatoria, often in isolated situations, provision should be made for a married assistant physician as well as a superintendent. A better selection and longer service would thus be assured. Three residences for superintendents have been built.

For male and female employees of the lower staff, the quarters were inadequate in seven sanatoria.

## WELL-BALANCED INSTITUTIONS ESSENTIAL FOR EFFICIENCY

Owing to the enlargement of sanatoria, originally well proportioned, the balance in numbers between patients and staff on the one hand, and the relation of personal to general living quarters on the other, have been disturbed and not yet restored in a number of instances.

Sanatoria of considerable size and relatively isolated should be self-contained and well-proportioned in regard to quarters for both patients and staff, and for both, because of social restrictions, adequate living and recreational rooms are necessary. Where the institutions were ill-balanced, it was evident that, with both patients and staff, discontent prevailed in proportion to their inconveniences, and that esprit de corps was seriously impaired.

## LOCATION

The locations of ten sanatoria in eight provinces had been chosen especially for climatic advantages and their sites are also all placed in beautiful surroundings. The locations of fifteen had been due to expediency, but the sites of seven of these are also in charming country. The results noted in the various institutions further emphasize the accepted opinion that climate is but rarely essential for the welfare of a patient, but that medical supervision, disciplined treatment, and suitable living opportunities are all-important. Five of the sanatoria are much isolated, but, if the institution is sufficiently self-contained, this is mainly of importance because sometimes it is difficult of access. From the point of view of treatment these isolated institutions are much more fortunate than are five other sanatoria, all in Ontario, situated near large centres, where there is the constant temptation to the ex-service man to commit breaches of discipline to his own detriment.



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Fine institutions are not essential to happiness, since, in two improvised buildings, contentment and cheerfulness prevailed and the opportunities for treatment were good. This was in part due to the fact that single or double rooms permitted a degree of privacy not to be found in the larger well-built pavilions of ward type.

#### EQUIPMENT

The furnishings and equipment in general were suitable to the several institutions. In many sanatoria, the kitchens were finely equipped with all desirable modern conveniences.

#### SERVICE

The medical service of most sanatoria was relatively under-staffed. This is partly due to the difficulty of obtaining physicians experienced in, or interested in, tuberculosis, and to the fact that medical men choosing tuberculosis work are largely recruited from those who themselves have had the disease. Technical assistants helped to make good the deficiency. Some arrangements for dental service existed in all the institutions.

The nursing service in all institutions was fully adequate to the needs of both the department's patients and the civilian patients as well.

The food, which is under the supervision of dietitians at eighteen sanatoria, was satisfactory in quality and preparation in all. Meals were taken with the patients in all institutions except four, where there were no general dining-rooms.

The cafeteria service in seven sanatoria was of variable efficiency. It is necessary no doubt in certain localities where service difficulties are great, and it effects some economy. Nevertheless, apart from the manner of presentation of food as compared with a dining-room service of the ordinary kind, there is a distinct loss of morale from such a service, that is unfortunate. Meals are social events and patients prepare for them and behave accordingly. Under the self-serve system, the function of the dining-room in maintaining sanatorium morale is largely lost.

The average number of staff required to serve these institutions was 55 per cent of the number of patients. In four of the larger institutions, all highly efficient, the staff ranged from 34 to 45 per cent. The smaller institutions, and those with many vacant beds, naturally had a higher ratio, the maximum being 85 per cent. A fair idea of the relative efficiency of the institutions from the point of view of service is difficult to estimate because of several variable factors, viz., the number and the condition of patients; the rate of turnover of patients; the number and the quality of staff personnel; the standards of work maintained; and the institutional facilities. Impressions only could be formed, and the general service was thought to be satisfactory in twenty-two of the twenty-six institutions visited.

The volume of work of these institutions is suggested by the fact that the million and a half hospital-days that D.S.C.R. patients have been treated are equivalent to more than forty-one centuries of treatment for one patient.

#### CHARACTER OF MEDICAL WORK

The medical work in the twenty-six institutions varied in quality. Four of these institutions were tuberculosis wards attached to hospitals with no resident physician especially devoted to tuberculosis, and these cannot be considered as sanatoria. The thirty-one patients in them were well cared for, but the kind of work possible here can scarcely be compared with sanatorium standards.

Of the twenty-two sanatoria proper, your board found the medical work less than good in four (treating 193 patients, 13 per cent of total of those under treatment and 47 per cent of 408 who are to be transferred); good in twelve and high in



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six. With nine institutions closed in the near future, requiring the transfer of 403 patients, the rating for the remaining fifteen sanatoria will be good in nine and high in six. Other institutions not classified are three tuberculosis wards attached to hospitals. (Central Alberta Sanatorium, opened since inspection, is included in the number now operating.)

## MEDICAL RECORDS

The records were kept in a manner comparable with the above rating. The various kinds of record forms reflected the ideas of the different superintendents, past and present, aside from the department's forms used in ten institutions. It is considered best that superintendents should develop forms suitable to their individual methods of work. Where individual sanatorium forms are used, those might well be supplemented by a sheet calling for special data for the department's purposes.\* The standardization of statistical data is highly desirable, and it would be helpful if the various institutions might be advised regarding uniformity of compilation by a statistician familiar with the requirements of this special field. The recent inquiry by the board has revealed the confusing methods which now exist in compiling the statistical data, so important to a fair realization of the tuberculosis problem as regards ex-service men, and also of civilians. Discrepancies are very numerous, and fair comparison is difficult.

## MEDICAL STANDARDS

The establishment of standards of differential diagnosis insisting upon the minimal diagnostic work necessary to bring about more uniform grading of difficult cases; the enlargement of the standard classification for grading cases and results of treatment to meet present difficulties; and the devising of uniform methods of recording ultimate statistical data, might well be initiated by the department for its own convenience, and for the benefit of civilian work as well. The results of uniformity would show in the annual reports of institutions to the advantage of all. Annual statistical reports from individual sanatoria operated by the department should be required. Uniformity of standards thus brought about might possibly result in the ultimate adoption by all sanatoria of the best devised record forms, with resulting uniformity of records.

## METHODS OF TREATMENT

The methods of treatment in vogue comprise all generally accepted as sound at the present time. A maximum of out-of-door life through the facilities provided; adequate nursing; an ample dietary; food and diets supervised by trained dietitians; regulated rest and exercise; artificial pneumothorax; tuberculin (occasional); heliotherapy, both natural and artificial; dental; and occupational. Lectures, often illustrated, are given at more or less regular intervals in most institutions, and, in some, health bulletins and sanatoria papers are used for further instruction. These supplement printed instructions.

## MEDICAL RESEARCH

Research unfortunately has little place in Canadian sanatoria. During the recent years of war, pressure has been felt in all, resulting from the larger volume of work due to increasing numbers of ex-service men, and the inconveniences and responsibilities arising from the new construction and modifications which have taken place in

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\* This form has been supplied.



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eighteen of the sanatoria. Some working-up of clinical material has been accomplished, and a number of useful and occasionally excellent papers have been published. Every encouragement should be given to this kind of work by supplying sufficient assistance for the considerable labour required. Laboratory and experimental research also need encouragement, as in this field nothing has been done. Institutions as a whole, and patients and physicians alike, benefit greatly where all such researches are carried on.

#### SPECIAL CLINIC

The department's clinic at the Toronto General Hospital requires mention apart from sanatoria. This active centre of clinical work is intimately co-ordinated with the Connaught Research Laboratories. Serological studies, tuberculin tests, protein sensitization tests, and excellent X-ray work are all combined with the intensive clinical study of cases at this clinic. It is of great value not only to the patients in the unit, supervised by the department, but also to the physicians of the unit and to the examiners of the Board of Pension Commissioners. Similar clinics, where need and opportunities somewhat comparable exist, might well be established in the interest of the department's patients, as for example: The development of the Rotary Clinic at Vancouver; of the Royal Edward Institute at Montreal; and of the St. John County Tuberculosis Hospital at St. John; and possibly in other centres.

#### ORGANIZATION

The organization of sanatoria should properly be self-contained. The medical superintendent should be in complete charge and all officials accountable to him. He should be the sole channel of communication with the governing board whether that board is civilian or departmental. There should be no functional control from outside the sanatorium.\* At all points where previous experience shows the need of functional foremen, so to speak, in institutional administration, these officials should be continued, or suitably replaced if withdrawn because of proposed changes in organization, but placed definitely under the superintendent's control. For economic reasons and to enlarge interest in management, monthly or quarterly statements of itemized costs, of per capita costs, and of costs of segregated services, should be forwarded to the superintendent when accounting is carried on outside the sanatorium. An interchange of standardized financial reports amongst the various institutions would also be helpful and stimulating.†

#### ATMOSPHERE AND DISCIPLINE

Impressions regarding the general atmosphere and discipline were obtained from the several meetings held with both patients and staff at each institution. At each meeting, all were invited to make, without prejudice to themselves, any complaints or suggestions they had in mind.

The atmosphere and discipline of the institutions are generally interdependent, and the result of several factors, viz: the nearness to large centres; the traditions and control established in the past; the personality of the superintendent, and to a less extent, his staff; the efficiency of the medical work; the support given the superintendents by department officials outside the institutions; and the sufficiency and proportion of the various buildings and facilities of the sanatorium. The atmo-

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\* The chain of responsibility in hospitals has been re-organized since inspection by this Board; the several recommendations made have been incorporated in the new scheme of organization.

† Individual critiques regarding institutional costs, with comparison of such costs in other institutions, are forwarded at end of each month to Unit Medical Directors for distribution.



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sphere was, on the whole, one of cheerfulness and appreciation in all but six institutions. In one of these there was nothing wrong, and, in another, circumstances difficult of correction were at fault. In the former, a spirit of resentment had developed amongst some few patients against the restrictions which a new and efficient superintendent enforced in the general interest of the patients. Nearness to a city, with immediate proximity to an amusement park, and previous laxness in regard to leave had combined to create a spirit of freedom from restraint difficult to control. In the latter, the considerable distance from a small town with few opportunities for transportation, along with relatively limited facilities for recreation and amusement at the sanatorium for the number of patients, combined to cause irritation.

Inadequate medical supervision was responsible for an atmosphere of depression and some complaints in two small improvised institutions, otherwise comfortable and fairly satisfactory.

Lax administration and medical supervision, along with a rather overcrowded building, faulty in several details, offered good reason in a fifth institution for complaints, although on the whole the patients were cheerful.

In a sixth, the improvised building, structurally unsuitable for its purpose, gave reasonable grounds for much dissatisfaction. The association also with a convalescent group of patients treated in the same institution, who were not tuberculous, and who were allowed a degree of liberty greater than would be proper for tuberculous patients, invited breaches of discipline, the control of which caused resentment.\*

## COMPLAINTS

There were only 132 institutional complaints from amongst the 1,530 patients in twenty-four institutions. From fourteen sanatoria, there were none whatever which referred to the institutions. From eight sanatoria there were 37 (28 per cent), and from two, 95 (72 per cent). These last two have already been closed. Other complaints referred to departmental and pension matters. As a rule when some reason for complaint existed it was reiterated several times, thus increasing the number of complaints, and, in a number of instances, the complaints listed were not entirely justified.

## DISCIPLINARY DIFFICULTIES

Disciplinary difficulties are less frequent now than during the earlier years when military life was nearer. While relatively few in number they are, however, more or less general wherever any considerable number of ex-service men are in residence, and their frequency depends largely upon environment. Some sanatoria were unfortunately too accessible to towns. Sanatoria at a considerable distance from a centre of population, and well beyond easy walking distance from a town, are more fortunate. Then the visiting of friends is limited, and cost of travel stands in the way of applications for leave. Leave in a sanatorium is not to be demanded as a matter of right since it seriously interferes with treatment, but should be for cause only. The right idea in regard to the treatment of tuberculosis, which is all important (to the patient), is probably more easily obtained and sustained in those sanatoria which also treat civilians, than in those treating only ex-service men. Moreover, the civilians indirectly influence the point of view of the ex-service men in other matters, and help to link them again to civilian conditions, and the problems which lie before them after discharge. It is quite natural that ex-service men in general should have proved less amenable to the restrictions of sanatorium life than civilians, although identical methods are required to obtain the best results. A majority conform quite as well as the average, and some even as well as the best, of civilian patients, but that a minority are decidedly more difficult to treat has been the experience of all sanatorium



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physicians. Discipline in relation to treatment is all important, and infringement of it the greatest handicap to the individual patient, and to the patient body as a whole. A definite line should be drawn in regard to infringements of discipline; trespassing beyond this by a patient should constitute refusal to take treatment, followed by withdrawal of support and cessation of responsibility by the department.

#### CONCLUSION

The sanatoria for the treatment of tuberculous ex-service men, recently inspected, were, on the whole, with four exceptions, highly efficient. These four institutions were of a temporary nature, improvised at a time of need when other facilities were not available. Two of the four, in the west, were difficult to provide with physicians experienced in treating tuberculosis. These four have now been closed, and five others have been or will also be discontinued by the department, two of which will revert to civilian use. The remaining fifteen sanatoria are of high standard, and under the direction of men experienced in the diagnosis and treatment of tuberculosis and other pulmonary affections. The three tuberculosis wards are good, but in a different class. Canadians may feel assured that their fellow-countrymen who have given war service and are now tuberculous, are being cared for by physicians competent and experienced, and in special institutions developed for their needs, of which the country may well be proud.

Upon the completion of a most interesting and instructive tour of the sanatoria in Canada under the control of, or working in co-operation with, the Department of Soldiers' Civil Re-Establishment, this board was entirely of the opinion that a great constructive work had been done by the Government of Canada on behalf of her tuberculous ex-service men, in a broad and sympathetic manner. Not only assistance, but also a real and needed stimulus, has been given to the whole anti-tuberculosis work in Canada.

#### THE CARE OF THE TUBERCULOUS EX-SERVICE MAN AFTER DISCHARGE FROM SANATORIUM FOLLOW-UP, AFTER-CARE, EMPLOYMENT, RE-ESTABLISHMENT

The report of the board on the after-care of tuberculous ex-service men is very comprehensive, and will be of the greatest value to all persons interested in this subject. The following brief summary does not do justice to the full report, which will be published in due course.

#### PUBLIC INTEREST

The general subject of after-care of the tuberculous is a matter of public interest, as well as one of great importance to the individual concerned, and to his immediate relatives. Amongst anti-tuberculosis workers to-day, it is generally regarded as the weak link in the chain of effort that is being made to help successfully those who have broken down with tuberculosis. The problems for civilian and ex-service men are alike, but the latter is in a better position pecuniarily because of government assistance, while the former, as a rule, has a greater incentive to get, and remain, well, because of the lack of such assistance.

#### THE DANGER OF RELAPSE

The benefit derived from sanatorium treatment will, with a majority of patients, be lost unless measures are promptly taken upon the termination of such treatment to secure the best possible conditions for the individual in both home environment and work. The relapsing character of tuberculosis persists even after sanatorium treatment, which is not an end, but only a beginning of the care necessary for the affected individual to practice throughout his life, if he expects to maintain health. The



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danger period is immediately on leaving the sanatorium because of the difficulties of readjustment of the convalescent to ordinary living conditions. This immediate danger for the ex-service man has been partly met by the full pension allowed in all cases for a limited period.\* The danger period is prolonged for the man who again undertakes employment since this is liable often to be beyond his physical capacity. He must always maintain a physical reserve, and be able to repair physical expenditure by adequate rest taken in an efficient manner. Sanatorium treatment affords a relative cure only. Relapses, often irreparable, are certain for many patients who may have obtained satisfactory results from treatment, and increase in number until the fourth year after sanatorium treatment has been completed. After this period they subside, through the survival of the fittest, until by the seventh year the death rate for these cases has approached the normal. The figures already given show that relapses amongst ex-service men are increasing in numbers, and it is inevitable that this should be the case.

## FOLLOW-UP SOCIAL SERVICE

Of immediate importance, in order to reduce relapse to a minimum, is the operation of an adequate "follow-up system" by nurses specially qualified for the work. This social service should enable department officials to have accurate information about the living and ultimate working conditions of the patient; competent advice can be immediately given by the nurse; more or less intensive, competent medical supervision can be arranged for the patient's need, and he will feel a sustained interest in his welfare. In a number of units, the board found this service already in effective operation, but much can yet be done to make it more effective, and especially to link it up with the sanatorium wherein exists the greatest knowledge of the individual case.

## MEDICAL SUPERVISION

The desire on the part of patients that they continue under the supervision and direction of the sanatorium physicians by whom they have been treated can be well understood. It would be quite impossible, however, in many instances. An arrangement for a considerable number might possibly be made, whereby some sanatorium, if not the one in which the patient was originally treated, should be the centre to which he would be referred for advice. It must, however, be recognized that the responsibility of sanatorium physicians is to the present rather than to the past patients, and this extra tax upon the time of the staffs would have to be met by providing necessary assistance. To recommend the sanatorium control of all discharged patients would be a counsel of perfection quite impracticable as a general principle. The establishment of special clinics, or the appointment of specially-qualified medical advisers at convenient points, is desirable, but, unfortunately, since at all desirable points there are not enough physicians especially trained in the supervision of the tuberculous, the best possible compromise with existing conditions must suffice for many.

## FINANCIAL ASSISTANCE

Essential to successful after-care is financial aid from some Government source, adequate and maintained, according to the reasonable need of the individual, to compensate him for his relative loss of earning power. Where this loss is complete, extra compensation is suggested, proportioned to the degree of illness and need of care as in other cases of extreme disability, when the patient is not treated in an insti-

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\* On discharge from sanatorium, 100 per cent pension is granted for tuberculosis disability wholly due to service; 90 per cent for tuberculosis disability aggravated by service.



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tution. Help in the form of both prompt advice and pecuniary assistance from some special bureau should be forthcoming where necessary, in order to make safe living conditions for both the patient, and in the case of a married man, his family.

#### EMPLOYMENT

From a therapeutic, economic, and moral standpoint, the situation of every tuberculous ex-service man who has satisfactorily completed a course of sanatorium treatment, and who is neither totally disabled nor in need of absolute rest, demands that he engage in some form of employment. The form of employment engaged in should be approved by the medical supervisor whenever possible.

#### BUREAUS OF INFORMATION

Bureaus of information for bringing the man and opportunity together, in the interest of the tuberculous especially, are desirable.

#### SHELTERED EMPLOYMENT

Since favourable opportunities for work in the ordinary labour market exist for only a limited number of tuberculous ex-service patients, it is desirable that certain kinds of sheltered employment be created in localities where they would be justified by a sufficient number of men who would engage in them. These enterprises should be developed cautiously at first as experiments at the centres which promise most success. While it is improbable that they can be justified on economic grounds, they are fully justified for therapeutic and moral reasons. The kind of employment devised for any locality should be that best suited for the inclination and training of the majority of patients in that locality. Inquiry was made by the board at all sanatoria visited concerning the desires of the men in regard to employment, and it was apparent that apathy at some points only required a lead to be transformed into interest and energy. In some sanatoria, most encouraging opinions were expressed by the men regarding the desirability of establishing limited industries in their behalf, with the assurance of their co-operation in case such opportunities were realized. Indeed, at one institution, where the subject has been given much consideration, a practical plan of co-operation has been developed, for the materialization of which, steps have already been taken. Some governmental subsidy is anticipated, as well as help from private individuals.

#### GROUP ENTERPRISES

Where suitable patients have not the opportunity to co-operate in substandard shop or colony, certain small group enterprises might well be helped in fruit-farming, poultry-raising, and kindred occupations in suitable localities.

#### INDIVIDUAL ASSISTANCE

Again, where the patient must work apart from his fellows, assistance in individual instances, where warranted, should be considered.

#### NUMBER OF EX-SERVICE MEN SUITABLE FOR EMPLOYMENT

In order to estimate the practicability of developing forms of sheltered employment, the board asked for the opinion of the several medical superintendents about the probable disability of groups of patients, sufficiently large in number to be representative of all patients who have come under treatment. While there is room for inaccuracy, no



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other means short of an extensive individual survey could give comparable information, and the figures obtained may fairly be considered to be reasonable estimates of the future possibilities of the tuberculous ex-service man. These have already been given in the statistical summary. It is believed that 70 per cent of the two higher groups (in which disability is defined as "temporary" and "indefinite"), amounting approximately to 4,000 men, would engage in occupation, in some degree, if suitable work could be found. These men are distributed in the different provinces approximately as follows: British Columbia, 384; Alberta, 268; Saskatchewan, 306; Manitoba, 335; Ontario, 1,647; Quebec, 616; New Brunswick, 141; Nova Scotia and Prince Edward Island, 444.

## CANADA'S DIFFICULTY

Standard enterprises, obviously, would not be warranted for all the provinces, since the number of ex-service men in some of them is relatively small. Canada, with its population spread over a strip of territory 4,000 miles in length by 400 in breadth, is topographically in a far different position from Great Britain and the United States for meeting the needs of the tuberculous ex-service man at all points, as regards the provision of opportunity for employment. In both of these countries there are concentrated populations with large numbers of tuberculous ex-service men to keep up the supply for workshops and colonies. In Great Britain, plans for the employment of the tuberculous have been put into operation, which give the suggestion for similar plans in Canada. All such plans are as yet considered by their advocates to be in the experimental stage, but it is time for Canada to undertake her own experiments to meet a very real need.

## COMMENT

From the observations made while on the recent survey of Canadian tuberculous ex-service men, and from a review of the wide literature published relating to the after-care and employment for the tuberculous, the board has prepared a full report on these subjects, in which a number of suggestions and recommendations are made, too detailed and too controversial to discuss here.

INSTITUTIONS OPERATED BY THE SOLDIERS' CIVIL RE-ESTABLISHMENT  
GENERAL TREATMENT HOSPITALS.

Unit.	Name.	Place.	Total No. of Patient Beds.
"A"	Ste. Anne's Hospital (General)	Ste. Anne de Bellevue, P.Q....	460
"B"	Camp Hill Hospital.....	Halifax, N.S. ....	300
"C"	Sydenham Hospital.....	Kingston, Ont....	266
	Sir Sandford Fleming Hospita..	Ottawa, Ont....	74
"D"	Euclid Hall Hospital.....	Toronto, Ont.....	40
	Davisville Hospital.....	" .....	450
	Christie Street Hospital.....	" .....	600
	Brant House.....	Burlington, Ont.....	400
	Hut Hospital.....	Hamilton, Ont.....	20
"F"	Erie Hospital.....	London, Ont.....	67
"G"	Deer Lodge Hospital.....	Winnipeg, Man.....	64
"H"	Earl Grey Hospital.....	Regina, Sask.....	81
"I"	Strathcona Hospital.....	Edmonton South, Alta...	148
	Sunnyside Hospital.....	Calgary, Alta.....	42
	Col. Belcher Hospital.....	" .....	135
"J"	Victoria Hospital.....	Victoria, B.C.....	110
	Shaughnessy Hospital.....	Vancouver, B.C..	300
	Esquimalt Hospital.....	Victoria, B.C.....	136
"K"	Lancaster Hospital.....	St. John, N.B.....	70
	Fredericton Hospital.....	Fredericton, N.B .....	125



TUBERCULOSIS SANATORIA.

Unit	Name	Place	Total No. of Patient Beds
"A".....	Ste. Agathe Sanatoria.....	Ste. Agathe des Monts, P.Q.	266
"C".....	Mowat Memorial Sanatorium.....	Kingston, Ont.....	162
"I".....	Central Alberta Sanatorium.....	Bowness, Alta.....	100
"K".....	Jordan Memorial Sanatorium.....	River Glade, N.B.....	78

NEURO-PSYCHIATRIC HOSPITALS.

"F".....	Westminster Hospital.....	London, Ont.....	450
"A".....	Ste. Anne's Hospital.....	Ste. Anne de Bellevue, P.Q....	300

INSTITUTIONS, OTHER THAN SOLDIERS' CIVIL RE-ESTABLISHMENT, WHERE DEPARTMENT HAS DEFINITE ARRANGEMENTS FOR ACCOMMODATION

I. GENERAL TREATMENT HOSPITALS

Sydney Hospital.. . . .	Sydney, C.B.
General Hospital.. . . .	Charlottetown, P.E.I.
Montreal General Hospital.. . . .	Montreal, P.Q.
Royal Victoria Hospital.. . . .	" "
Jeffrey Hale Hospital.. . . .	Quebec, P.Q.
Hotel Dieu Hospital.. . . .	Kingston, Ont.
St. Luke's Hospital.. . . .	Ottawa, Ont.
Protestant General Hospital.. . . .	" "
Toronto General Hospital.. . . .	Toronto, Ont.
Guelph General Hospital.. . . .	Guelph, Ont.
Hotel Dieu Hospital.. . . .	Windsor, Ont.
Victoria Hospital.. . . .	London, Ont.
Winnipeg General Hospital.. . . .	Winnipeg, Man.
I.O.D.E. Hospital.. . . .	" "
Manitoba Military Hospital.. . . .	" "
St. Boniface Hospital.. . . .	" "
General Hospital.. . . .	Brandon, Man.
Grey Nuns' Hospital.. . . .	Regina, Sask.
St. Paul's Hospital.. . . .	Saskatoon, Sask.
Saskatoon City Hospital.. . . .	" "
Calgary General Hospital.. . . .	Calgary, Atla.
Banff Sanatorium.. . . .	Banff, Alta.
Royal Inland Hospital.. . . .	Kamloops, B.C.
General Hospital.. . . .	Vancouver, B.C.
Kootenay Lake Hospital.. . . .	Kootenay Lake, B.C.

II. TUBERCULOSIS SANATORIA

Nova Scotia Sanatorium.. . . .	Kentville, N.S.
Lady Grey Sanatorium.. . . .	Ottawa, Ont.
Mountain Sanatorium.. . . .	Hamilton, Ont.
Muskoka Cottage Sanatorium.. . . .	Gravenhurst, Ont.
Calydor Sanatorium.. . . .	" "
Queen Alexandra Sanatorium.. . . .	London, Ont.
Manitoba Provincial Sanatorium.. . . .	Ninette, Man.
King Edward Sanatorium.. . . .	Winnipeg, Man.
Saskatchewan Provincial Sanatorium.. . . .	Fort Qu'Appelle, Sask.
Tranquille Sanatorium.. . . .	Tranquille, B.C.
St. John County Hospital.. . . .	East St. John, N.B.

III. HOSPITALS FOR THE INSANE

Nova Scotia Hospital.. . . .	Dartmouth, N.S.
Falconwood Hospital.. . . .	Falconwood, P.E.I.
St. Jean de Dieu Hospital.. . . .	Longue Pointe, P.Q.
Protestant Hospital.. . . .	Verdun, P.Q.
Eastern Hospital.. . . .	Brockville, Ont.



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III. HOSPITALS FOR THE INSANE—*Concluded.*

Rockwood Hospital.. . . .	Kingston, Ont.
Toronto Hospital for Insane.. . . .	Toronto, Ont.
Hamilton Hospital for Insane.. . . .	Hamilton, Ont.
Mimico Hospital.. . . .	Mimico, Ont.
Hospital for Feeble-Minded.. . . .	Orillia, Ont.
Homewood Sanatorium.. . . .	Guelph, Ont.
Whitby Hospital.. . . .	Whitby, Ont.
Selkirk Asylum.. . . .	Selkirk, Man.
Provincial Hospital.. . . .	Battleford, Sask.
Ponoka Hospital.. . . .	Ponoka, Alta.
Red Deer Hospital.. . . .	Red Deer, Alta.
New Westminster Hospital.. . . .	New Westminster, B.C.
Essondale Hospital.. . . .	Vancouver, B.C.
St. John's Asylum.. . . .	St. John, N.B.

## MEDICAL REPRESENTATIVES, OTHER THAN AT UNIT HEADQUARTERS, SUB-OFFICES AND INSTITUTIONS

## SUMMARY BY UNITS

				Number of Medical Representatives
"A"	Unit—Headquarters,	Montreal, P.Q.		26
"B"	"	Halifax, N.S.		81
"C"	"	Kingston, Ont.		64
"D"	"	Toronto, Ont.		51
"F"	"	London, Ont.		36
"G"	"	Winnipeg, Man.		60
"H"	"	Regina, Sask.		13
"I"	"	Calgary, Alta.		38
"J"	"	Vancouver, B.C.		77
"K"	"	Fredericton, N.B.		15
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## LOCATION OF CLINICS

"A"	Unit—Montreal; Quebec City.
"B"	" Halifax.
"C"	" Ottawa; Kingston.
"D"	" Toronto; Hamilton.
"F"	" London; Windsor; Guelph.
"G"	" Winnipeg.
"H"	" Regina; Saskatoon.
"I"	" Calgary; Edmonton.
"J"	" Vancouver; Victoria.
"K"	" Fredericton; St. John.

## DENTAL SERVICES

The various branches of the Department of Soldiers' Civil Re-establishment were organized as occasion demanded, and the Dental Branch was similarly the offspring of necessity. As the department increased the number of links in its chain of hospitals and sanatoria from coast to coast, the necessity of having its own Dental Branch became obligatory.

Prior to November, 1919, dental services rendered, had been under the control of the Medical Branch, but as a result of representations made by leading members of the dental profession, the department decided that, to secure the best results, it was advisable to place dental services under a dental executive, which was done.

Plans were immediately adopted for placing in active operation an organization that would supply dental services where needed, and regulations to limit and control such services were formulated and approved.



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## PERSONNEL

The organization provided for a director, deputy director, and staff at headquarters, unit dental directors, dental surgeons in charge of clinics with subordinate staffs, and dental representatives.

Following the adoption of the regulations, clinics were established in rapid succession in the principal centres of the Dominion, and arrangements were made whereby dental services would be rendered under departmental supervision by civilian dentists in centres not sufficiently large to warrant the expense of a separate clinic.

## ELIGIBILITY

Under the regulations of the C.E.F., any member of the Canadian forces was both eligible and entitled to dental services at the time of his discharge. Ex-Canadian soldiers at the time of their discharge were entitled to receive free dental services, and were presented with dental cards authorizing them to receive such services from the military dentists within a certain period after date of discharge. Various causes combined to prevent a large number of the discharged men from receiving these services within the stipulated time, and a few months ago, an Order in Council was passed (P.C. 603) which provided, under certain conditions, for giving to those men who applied for treatment prior to the 1st September, 1920, the dental services to which they were entitled. These services are now being rendered by the Department of Militia and Defence.

Under the Department of Soldiers' Civil Re-establishment, which is a civilian institution, ex-members of the forces, who are on the strength of the department for medical treatment or vocational training, and in some instances, men who are pensioners, are eligible to receive dental services, but do not become entitled to these services until other conditions have been fulfilled.

The Dental Branch of the department was established, not for the purpose of administering dental services to every ex-member of the forces who was taken on the strength of the department, but to serve, when necessary, as an adjunct in the restoration of such ex-members of the forces to normal health and strength. Those entitled to dental treatment by the department are:—

- (1) Ex-members of the forces on the treatment or training strength of the department. This class receives dental treatment only when it is indicated by the Unit Medical Director that such treatment will improve the man's general condition.
- (2) Ex-members of the forces who require dental treatment for repair of direct damage to the jaw or teeth resulting from war service. This class includes cases of recurrence of infected mouth due to service which require treatment for a toxic systematic condition, provided the medical examiner finds the general condition due to the recurrence of oral infection. These men are placed in the same position as those suffering from any other physical disability due to service, and receive either full pay and allowances or are taken on the strength as out-patients, Class 2, being granted allowances for the time lost in attending for treatment, according to the circumstances of the case.
- (3) Ex-members of the forces referred to the department by the Board of Pension Commissioners when it is considered that dental treatment is necessary to lower pensionable disability.

The privilege extended to ex-Canadian soldiers of free medical services for a period of a year after date of their discharge, does not apply to dental services.



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## CLINICS

In addition to providing services at the main clinics for out-patients, dental operators attended to the needs of departmental in-patients of ninety-eight institutions, as follows: "A" Unit, 13; "B" Unit, 6; "C" Unit, 10; "D" Unit, 15; "F" Unit, 12; "G" Unit, 8; "H" Unit, 6; "I" Unit, 11; "J" Unit, 11; "K" Unit, 6.

## CIVILIAN REPRESENTATIVES

Coincident with the opening of dental clinics, civilian dentists were appointed as dental representatives to the number of over one hundred and eighty (180), and these have supplied the necessary treatment in their localities, functioning from Victoria to Halifax. They proved particularly essential to a large number of ex-soldiers who, as out-patients, were referred by the Unit Medical Directors for dental services.

## TYPE OF WORK

As in the army, dental services are limited, as a rule, to cement and amalgam fillings, extractions and ordinary vulcanite dentures. Under certain conditions, vulcanite dentures with one or two teeth are unserviceable, and in these cases, bridges are provided. Provision has been made to meet the wishes of those who are entitled to receive only vulcanite dentures but desire bridgework; the patients paying the difference in cost between the work to which they are entitled and that not chargeable to public funds.

The dental division of the department is opposed to making fixed bridges for tubercular patients and also discourages the insertion of gold fillings, a policy which has occasionally been adversely criticised.

Two reasons exist for opposing fixed bridges: (a) a bridge must necessarily have a support at each end, and, in the case of a dental bridge, these supports are natural teeth; e.g. three teeth, called dummies, are placed between the supports, which means that the bridge consists of two supports to bear the stress and strain of mastication for five teeth. The vitality and natural powers of resistance of certain patients, particularly those suffering from tuberculosis, are undoubtedly below normal and for such patients any unnecessary stress must be avoided. For somewhat similar reasons, gold fillings are not advisable and every observing dental surgeon knows that an analogous condition exists at certain periods of girlhood and womanhood when operations involving crowns, bridges and gold fillings should be postponed and devitalized teeth carefully watched. (b) Vulcanite dentures can be readily removed and washed whereas it is sometimes extremely difficult to maintain fixed bridges in a sanitary condition.

Dentists in charge of services for tubercular and mental patients need to be possessed of special characteristics and the department is fortunate in having on its staff operators who are enthusiastic about such work and are cordially liked in the institutions. Patience, tact, ability to be a "good mixer" are requisites for success in getting work performed, as these patients are nervous and cannot be given long sittings at any one time. The amount of work accomplished can never be regarded as a criterion of the time consumed by the operator as the keeping and length of engagements are very problematical, being dependent on the physical condition of the patient at any special hour.

Direct dental injuries to the jaw or teeth by gunshot wound or similar causes, receive the same consideration as any other physical disability sustained on service. Unstinted care and expense are bestowed in rendering the necessary restoration in such cases.



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## RECIPROCAL SERVICES

By mutual agreements between the Imperial, Newfoundland, United States, New Zealand and Canadian Governments, provision has been made whereby ex-soldiers of the one country receive, when resident in the other country, treatment, including dental services, for disabilities due to war service. In this connection, it must be noted that under arrangements with the Imperial Government, dental services for ex-British soldiers resident in the United States are under the administration of the Department of Soldiers' Civil Re-establishment. Dental Services by the Department are provided, according to the regulations of each of these countries, for,—

- (a) *Ex-members of the Canadian Forces in Canada.*—As already outlined.
- (b) *Ex-members of the Canadian Forces in the United States.*—Through the Bureau of War Risk Insurance, Washington. Prior to rendering dental services (except in emergency cases), the authority of the department must be obtained.
- (c) *Ex-members of the Imperial Forces in Canada.*
- (d) *Ex-members of the Imperial Forces in the United States.*—Through the Bureau of War Risk Insurance. All requests for dental services must receive the sanction of the department before accounts for such services are recognized and paid on behalf of the Imperial Government.
- (e) *Ex-members of the American Forces in Canada.*—Dental services for the above are authorized by the Bureau of War Risk Insurance, Washington, and all accounts for work performed are submitted to the Bureau for payment.
- (f) *Ex-members of the Forces of Other Countries.*—Dental services are also rendered to ex-soldiers of sister colonies and other allied nations, when duly authorized by properly accredited representatives.

## THE NECESSITY FOR DENTAL SERVICES

The importance of being dentally sound loomed large early in the war when recruits presented themselves for enlistment and men, otherwise fit, were rejected until their dental disabilities were corrected. Since then the conviction that a patient must be dentally sound before other desired results can be obtained has become paramount.

Large amounts of money have been expended by the department in the construction of hospitals and sanatoria, the most up-to-date methods of cold storage have been installed, the supply of pure water has been assured and the skill of the dietitian obtained for ex-soldier patients. To crown these efforts with success, the dentist takes charge of the last chamber in which the food is placed. The power to grind or masticate the food is restored, where lacking; mouths that were hot-beds and breeding places of infection are made healthy, the net result being that the food, uncontaminated by the health destroying bacteria of the mouth, passes, after mastication, through the process of digestion and culminates in the production of pure blood without which the fountains of health and strength are depleted and the essential factors of health and strength irrevocably lost.

The work of dental surgeons has, in the last few years, extended over a wide field and is no longer limited to extractions, dentures, bridges and fillings. The big problem of the moment, in both the medical and dental professions, is the question of just what diseases are of dental origin. Pathologists now concede that certain heart, joint and kidney infections may be regarded as one disease and are largely of mouth origin. Quite an army of the best family physicians now demand a dental diagnosis just as soon as they are unable to determine the exact cause of a patient's physical disorder.



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## INSTRUCTION TO PATIENTS

Scientific investigations have shown that the difference by weight and count in the number of bacteria per milligram of tooth scrapings in dirty mouths to that of reasonably clean mouths, will range from eight hundred millions in the dirty mouths to not more than eight millions in the clean mouths. Ten or fifteen minutes each day, spent in effective mouth sanitation will produce the safe minimum of bacteria, and medical superintendents of departmental institutions have given their hearty and active co-operation to the dental staff in the efforts of the latter to inculcate the habits of dental cleanliness. Prophylactic toothbrushes and mouth washes are provided for the patients, and the habit of proper cleansing of the teeth throughout the day is rapidly gaining ground.

## DENTAL SERVICES FACTOR IN RESTORATION OF HEALTH

Very interesting results have been obtained where dental treatment for inmates of institutions was practically the sole factor in restoring patients to normal health, particularly where myalgia, neurasthenia, and cognate ills were indicated. The high regard in which dental treatment is held has been enhanced by outstanding results obtained in some of the tubercular institutions:—

The reports of Dr. H. A. Farris, Medical Superintendent of the Saint John County Hospital, on three patients are worth quoting:—

“Major ————— was sent here with a diagnosis of pulmonary tuberculosis. I gave him a very thorough examination, and had his chest X-rayed, but could find no evidence of pulmonary tuberculosis. He had a cough, fatigue, pains and afternoon temperature. I had to send him out with a diagnosis as non-tuberculous and symptoms of unknown origin. Dental examination, however, showed his teeth in bad condition. His teeth were removed and he has been in good health since.

“Ex-No. ————— was sent here with a diagnosis of pulmonary tuberculosis. He was tired, fever and ailing generally. I could find nothing in his chest. I X-rayed his teeth and found a large root abscess. He was discharged as non-tuberculous. He had his tooth treated and it was remarkable how much he improved.

“We had one civilian patient, Miss —————, who had pulmonary tuberculosis, but in spite of continued improvement of her chest, she ran an evening fever of nearly 100 for many weeks, till finally one tooth gave her some trouble and the dentist pulled the tooth for her and her temperature dropped to normal immediately and within six weeks we discharged the patient in good condition.”

The S.C.R. Dental Clinic at “The Mountain Sanatorium,” Hamilton, has rendered invaluable assistance in the treatment of tubercular patients.

Dr. J. H. Holbrook, physician-in-charge, emphasizes the importance of dental services in the following few, selected from many, reports:—

“Major.....was admitted to the Mountain Sanatorium on January 2, 1917, and discharged June 19, 1918. X-ray of teeth showed an apical abscess on July 23, 1917, and this tooth was extracted. Previous to this, temperature had been slightly above normal almost daily, and following extraction there was considerable improvement, temperature being normal for several days at a time. When a dentist was permanently appointed to this institution, he examined this patient and expressed doubt as to the condition of one other tooth, and this was X-rayed, showing slight abnormality at the root in April, 1918. This tooth was then extracted and temperature remained normal from that date to time of discharge on June 19, 1918.



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"Lung condition on admission showed a very definite lesion at the right apex with marked consolidation and with signs indicative of cavitation. Lung condition remained fairly stationary till first tooth was extracted, when improvement set in. Improvement was more marked after second extraction, and we consider that it is a possibility that the infection from the root abscess was carried by the blood to the lung where it localized leading to the breaking down of an old healed condition at the apex of the right lung. In any case the lung condition remained practically stationary until the tooth was extracted and improvement was very rapid after extraction of the second tooth. Major.....has now been discharged two and one half years and is "carrying on" as head of the firm of.....Company."

"Ex-Pte.....was admitted to the Mountain Sanatorium on March 27, 1918, and discharged December 9, 1918.

"He ran a temperature continuously for several months, and while he had extensive impairment of resonance in the lung, yet we were never able to find chest signs indicating active trouble. His temperature was so persistent and so regular that we considered that it was not typical of tuberculosis. Accordingly we advised X-ray examination of the teeth, with the result that focal abscesses were discovered and after this condition was completely cleared up, the temperature had come to normal and, apart from a slight rise which can be accounted for by other causes, temperature remained normal after teeth were extracted."

The following is an extract from a letter written by Dr. Holbrook, under date of the 14th December, 1920:—

"We now make it a routine to have every man's teeth examined as soon as he is admitted and if there is anything suspicious, he is at once sent to the X-ray room. As a result, these conditions are cleared up very soon after admission. We could report several other cases that had shown abscessed teeth and had been under treatment in other institutions, or in poor health for a long time previous to admission, but cannot give the results so definitely as in these cases that came directly under our observation.

"We wish to say that we believe that focal abscesses can lead to localized lung disease and can even lead to the breaking down of an old healed tuberculous condition and that such cases are not likely to do well under sanatorium treatment until the dental conditions are first cleared up."

At the annual meeting of "The Canadian Association for the Prevention of Tuberculosis," held in Vancouver last summer, the general opinion expressed by experts present was that a dentist should be attached to every tuberculosis institution and an address by Dr. J. R. Byers, Medical Superintendent of the Laurentian Sanatorium, showed conclusively in what manner diseased teeth may prove to be a factor of moment in the production of lung and other diseases, that such "teeth afford a haven for disease germs which propagate rapidly, that the resulting poisons are absorbed into the system and that results of a disastrous nature occur in distant fields either as a result of these poisons or more disastrously, as a result of the actual germ getting into the lymph or blood streams."

#### FACIAL WAR INJURIES.

In addition to treatment for systemic conditions and operations involving fillings, dentures and bridges, a new type of dental work, resulting from war injuries, has arisen, requiring delicate, skilful, and painstaking manipulation and taxing the mechanical and artistic ingenuity of the dental surgeon.



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With very few exceptions, all special jaw and facial cases, have, until recently, been attended to by the dental clinic at the Dominion Orthopaedic Hospital, Toronto, with Major Campbell in charge, and at the R.C.D.S., where Major Cummer was supervisor of the work.

The following data were obtained from Major Campbell prior to the transfer of the Dominion Orthopaedic Hospital from the Department of Militia and Defence to the Department of Soldiers' Civil Re-establishment on the first November, 1920:—

Class 1.—Total number of casualties of this kind approximately.. ..	2,000
Class 2.—Total number of patients supplied with complicated protheses.. .. .	500
Class 3.—Cases in hospital under treatment or on leave pending stages of operation.. .. .	46

*Class 1.*—The greater number of these cases has been completed and finally discharged. But in some instances, the lower protheses of these men will have to be remodelled. Many of these cases could be attended to by ordinary dental services.

*Class 2.*—In these cases protheses have been constructed which are complicated, necessitating much practice and experience and will from time to time require apparati to be constructed. This class is made up of those men having lost part of mandible, in two cases all of this bone. Others having lost half, have mechanical arrangements to supply loss of condyle or bone substance to allow remaining portion of jaw to be of some service. Also cases in which all or part of superior maxillae have been lost with consequent loss of speech. Many of these latter cases, although unable to eat ordinary diet, are put in such condition that speech is possible, sometimes normal. Well cooked foods can be eaten with comfort. These types, for all time, owing to tissue changes, require attention.

*Class 3.*—Cases in hospital. Most of these are purely facial cases with dental work fairly completed. There are a few cases still awaiting bone graft of mandible who will require protheses. Of the 123 men discharged since December 1919, a few of the later cases, 20 in number, have not had final protheses constructed dependent on the fact that bone grafts had not yet become stabilized.

## EQUIPMENT AND SUPPLIES

The major portion of the heavy equipment was obtained in the various units by transfer from the Militia and Defence clinics. Dental consumable supplies do not occupy much space and are of comparatively light weight. It was therefore decided that instead of having three or more stores in various centres one central store at 185 Spadina avenue, Toronto, would be quite sufficient to supply all units, thereby reducing stores' staff as well as other overhead expenses to a minimum. The expert advice of an experienced dental storekeeper was obtained for the installation of shelves and the grouping of supplies, with the result that central dental stores is regarded as one of the model stores in the department.

The union of medical and dental stores under the personal supervision of the medical storekeeper was proposed but was found impracticable owing to the great dissimilarity between the stores concerned and the fact that a storekeeper with the requisite training for both classes was unavailable. The list of dental consumable supplies includes nearly three hundred articles and to these are added various types of equipment.

## REPORTS

Control and intimate knowledge of the various clinics and all phases of dental services are maintained by a system of reports which are classified under daily, weekly, monthly and quarterly. These provide the ex-number, name, ex-unit, address and disability of each patient and detail the work performed. Returns are made of the equip-



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ment and consumable supplies, enabling head office to enforce a close check on expenditures. Reports are used in connection with the work performed by civilian representatives. After an application is received, the applicant's eligibility must be established before the type of work required and cost of same are considered and every care is exercised to safeguard the expenditure of public funds. Returns of the operations performed in the clinic provide the means of checking the work of each operator.

In addition to the reports forwarded to head office for work performed in Canada for ex-Canadian soldiers, reports are forwarded for work performed for ex-members of the Imperial forces, United States forces and other countries with which reciprocal arrangements have been made. The reports forwarded from the United States are very numerous as the Dental Branch is responsible for dental work in the States for not only ex-members of the Canadian forces, but also for ex-members of the Imperial forces, and ex-members of forces of other countries with which arrangements have been concluded.

CORRESPONDENCE

As an indication of the amount of letter-writing required, 5,037 official letters have passed out from the dental division in the past months. Of these 798 were written to the Bureau of War Risk Insurance, as follows: Canadian, 564; Imperial, 200; American, 24. In connection with dental correspondence at head office, the file of each individual whose case is being considered is drawn from the Central Registry, examined for the desired information and returned. During the past months 6,000 such examinations have been made. A card system is in force which records the files drawn and their disposal.

DENTAL SERVICES RENDERED IN ALL DEPARTMENTAL CLINICS FROM JANUARY 1, 1920, to DECEMBER 31, 1920

Amalgam fillings.. . . .	18,441
Temporary fillings (a) G.P. (b) Cement.. . . .	6,405
Cement fillings.. . . .	7,528
Treatments putrescent pulp.. . . .	16,871
Root fillings.. . . .	2,899
Pulp cappings.. . . .	2,146
Devitalizations.. . . .	2,914
Pyorrhoea and trench mouth treatments.. . . .	8,503
Impressions.. . . .	8,351
Bites.. . . .	6,117
Try ins.. . . .	5,555
Synthetic porcelain fillings.. . . .	5,150
Repairs of dentures.. . . .	2,462
Prophylaxes.. . . .	11,195
Extractions.. . . .	19,704
Anaesthetic, general.. . . .	528
"    local.. . . .	10,253
Dentures, upper.. . . .	1,743
"    lower.. . . .	1,045
"    partial.. . . .	3,349
Gold clasps.. . . .	5,677
Examinations and mouth charts.. . . .	16,517
Total operations.. . . .	163,353

DEPARTMENTAL PATIENTS TREATED BY OTHER THAN DEPARTMENTAL SALARIED DENTISTS FROM JANUARY 1, 1920, TO DECEMBER 31, 1920

In Canada—	
Ex-Canadian soldiers.. . . .	665
Ex-Imperial soldiers.. . . .	71
	736
In United States of America—	
Ex-Canadian soldiers.. . . .	12
Ex-Imperial soldiers.. . . .	6
	18
Total operations.. . . .	754



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## ORTHOPÆDIC AND SURGICAL APPLIANCES BRANCH

## INITIAL TASK COMPLETE

In reviewing the work of the Orthopædic and Surgical Appliances Branch for the present year, it may be said that the branch in the spring accomplished one of the main tasks for which it was established, which was to furnish with artificial limbs as quickly as possible the amputation cases that were brought home to Canada in the latter stages of and after the close of the war. Excepting a few cases with medical complications every amputated man has been fitted with the appliance necessary, and in most cases with a duplicate appliance.

## PRODUCTION ARTIFICIAL LIMBS

Throughout the last three years, as time advanced, it was necessary always to provide for an increase of production to cope with the ever-growing need. Early in this year, however, the demand reached its maximum and a gradual decline following the output of the main factory in Toronto has steadied down to maintenance and repairs and to the periodical renewal of appliances necessary through legitimate wear and tear. In the case of artificial legs it is expected that these should be serviceable for at least four years with repairs before renewals are necessary; but, in the case of artificial arms it is considered that on a broad average these should at least serve six years. However, in this respect, owing to the variety in material used in the various types, and the varying degree of usage to which they are subjected, this estimate is mainly conjectural.

Another important fact contributing to this decline is that the amputation cases now require less frequent adjustment, alterations and renewals of limb for the natural reason that they are by this time becoming more accustomed to wearing a limb. In most cases the stump has shrunk to a somewhat permanent form. The trying period when the stump is tender and not yet hardy enough to stand the pressure of an artificial limb without discomfort is in general passed. The average case, therefore, is now in better condition to fit a leg that gives him satisfaction and comfort, and it is observed that when a man is in possession of a comfortable limb he, as a rule, takes the best of care of it.

In many cases also, when first attempting to wear a limb, faults in the stump were revealed and further surgical operations were necessary before a limb could be worn. These, of course, rendered the first fit useless; and so it happened that not infrequently several sockets, or entirely new limbs had to be constructed before real efficiency could be obtained. Hospitals seem by this time to have cleared up all such cases and so the necessity of renewing limbs at short intervals has almost ceased to occur.

## PRODUCTION MINOR APPLIANCES

The decrease in the requisitions received by the branch applies only to artificial limbs and splints of a temporary nature as the demand for orthopædic boots, elastic goods, artificial eyes, and other less durable articles remains constant owing to the regular need of renewals at much shorter periods.

## STAFF

As the pressure of work gradually eased off in the Toronto factory, it was necessary to reduce this year the operative staff. It is now less than one-half of its hitherto maximum strength. In the discharge of surplus labour, particular care was taken that wherever possible not only returned men but disabled cases were retained. Of this it is sufficient proof to state that 24 per cent of the employees are amputation cases alone, not to mention disabilities of other natures.



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In June, 1916, when the Orthopaedic and Surgical Appliances Branch was in the process of being formed, it was found that sufficient labour in the class of work required did not exist owing to the sudden magnitude to which the industry had grown. It was therefore decided to teach returned men this trade, especially amputation cases. This was done and the development of these men has been excellent, they having qualified as good limb-fitters' helpers, leatherworkers, etc., and even in some cases as qualified limb fitters. It has been necessary to retain a few experts to handle the more difficult cases and to supervise the work of the others, as all considerations must be secondary to the turning out the best appliances for the disabled man.

#### ACTIVITY OF DEPOTS

Mention has been made so far only of the main factory at Toronto as the decline observed in that centre has not taken place in the depots in the other provinces. On the contrary, it has been necessary to maintain and, in some cases, even to augment the staffs of the outside depots. This condition will readily be understood when it is remembered that all orthopaedic cases on being repatriated from the hospitals of the United Kingdom were concentrated at Toronto for treatment and fitting of appliances. As this work was completed the men scattered to their homes, thus diminishing the work at Toronto but adding to that of the depots in the maintenance and renewals of the appliances.

#### NEW DEPOTS

In addition to increasing the outside staffs it was found that a new centre should be established in western Ontario to provide adequately for the large number of orthopaedic cases in that area. A depot was therefore established in London.

#### SUPPLY OF APPLIANCES FOR EX-CANADIANS RESIDENT IN THE BRITISH ISLES

In January last a new depot was also opened in London, England, and placed under the administration of the overseas representative of the department. This important step was taken on account of the large number of disabled ex-members of the Canadian forces who had remained in the British Isles, or had returned there after repatriation, and had been issued with the standard appliances as manufactured by the branch. Standard parts and spare parts for these appliances are supplied to the depot in London, at which a limb-fitter is employed, and who therefore is in a position to keep such appliances in England in repair, and can make up a new appliance for a man who has become accustomed to the use of the Canadian standards. For appliances not manufactured by the branch contracts have been placed with first-class firms in the various districts, and thus it is only necessary for an ex-Canadian soldier in any part of the British Isles to apply to the overseas representative when in need of attention, and all arrangements are made for his case to be adjusted. The extension of this sphere of the overseas representative to include the control of orthopaedic appliances was received with much satisfaction by our men in the British Isles.

It is now also the duty of the overseas representative to keep in close touch with all progress made in the production of orthopaedic appliances and to keep the branch in Canada informed.

#### SUPPLY OF APPLIANCES FOR EX-CANADIANS AND EX-IMPERIALS IN UNITED STATES

For the supply of orthopaedic appliances to former members of the forces resident in the United States a satisfactory reciprocal agreement was drawn up in October, 1919, whereby the Governments of Canada and the United States would each take care of the disabled men of the other who reside in their respective territories. Early this year this arrangement was put into practice and is being followed with satisfactory results, and in this connection the branch has pleasure in expressing its gratitude for the efficient manner and interest which the United States Government is taking in the care of Canadian and British orthopaedic cases.



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## FUNCTIONAL TRAINING CLASSES

In September the functional training classes, instituted last year to teach men how to derive the most benefit from artificial limbs, were wound up having trained all the men who had applied for the course. These classes were under the administration of Mr. W. S. Dobbs, himself an arm amputation case. Mr. Dobbs selected a staff of instructors each either an arm or leg amputation case. These instructors were assembled at Toronto and trained for this special work. The leg cases were taught how to walk properly, on the level, on inclines, on stairs, on rough surfaces, and to acquire confidence by such games as Badminton. The arm instructors were trained to teach the fullest uses of work arms and hooks, by the manipulation of tools of all kinds. The care and adjustment of limbs and the care of the stump were also emphasized in the curriculum.

An arm and leg instructor were then despatched to each of the following centres where classes were opened, namely: Halifax, Montreal, Toronto, Winnipeg, Regina, Calgary and Vancouver.

Every amputation case was urged to attend these classes. Vocational pay and allowances were granted to all out-of-town cases; evening classes were organized for men resident in the city where they were conducted. Every case that did not reply to the invitation was followed by a personal visit where possible and the advantages of the instruction placed before him. In spite of these efforts the number attending the classes was comparatively small; 446 men in all completed the training. Those who took part in the classes were all enthusiastic over the extent to which they benefited by the training, and it is generally observed that the men who were thus trained make constant use of their limbs.

## POLICY OF STANDARDIZATION OF PRODUCTION

In the appliances produced by the factory no departure has been made from the original policy that these men should be turned out according to standards as far as possible. The experience of another year continues to show even more that the policy of a standard limb was the most practical and satisfactory to adopt. By the expression "standard limb" it must not be understood that all appliances are turned out ready to wear by the gross, but that certain mechanical parts and accessories are made common to all of the same type. Each leg for example is in reality made individually for each patient but has the advantage that standard parts can be supplied at all times from any of the Orthopaedic and Surgical Appliances depots, which are kept stocked by the Central Stores of the Toronto factory, where they are manufactured. Also such supplies as are necessary for the manufacturing that is done in the depots are distributed from Central Stores. The appliances are by this means easily and properly kept in repair, and it is difficult to conceive how this essential work could be done otherwise. As a result of the facilities made possible through standardization it is becoming apparent that more and more business will be done through the mail, between the Orthopaedic and Surgical Appliances Branch and the patients. Thus, instead of men reporting in person, a procedure often irksome and inconvenient to themselves, the appliances are forwarded by express to be overhauled or to be fitted with new parts, and these parts being readily available the work is executed and the limb returned without delay. In addition to the convenience of distribution, the obvious economical advantages of standardized production, both in the factory and in the administration, need not be discussed in this report.

## WORKMEN'S COMPENSATION BOARD CASES, ETC.

An important extension in the sphere of activities of the Orthopaedic and Surgical Appliances Branch was made when an Order in Council was passed on the 25th Septem-



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ber, 1920, authorizing the branch to manufacture and supply artificial arms, legs, and other prosthetic appliances to any other department of the Government of Canada, to the Workmen's Compensation Board of Ontario and to similar boards in other provinces as requested to do so, at prices to be determined from time to time by the department, so long as facilities exist for manufacturing and supplying such appliances to ex-members of the forces.\*

It is expected that the present plant of the Orthopaedic and Surgical Appliances Branch will be sufficient to cope with this work as an examination of available statistics shows that the number of accidents resulting in a need for artificial limbs and other appliances is small and not enough to require additional equipment on the part of the branch. The arrangements having been completed late in the year there is as yet no work for patients of this class on which to report.

## RESEARCH DIVISION

### PERSONNEL

The research work is carried out by a staff of three mechanics and one limbmaker, under the supervision of the Designs Engineer. The object of this division is to devise and perfect new orthopaedic equipment, and to improve on that which is already in use as standard.

### NEW APPLIANCES PRODUCED

During the past year the work has been confined mostly to arms and legs. Two new limbs have been successfully developed and standardized, an improved type of tilting table leg for disarticulation-of-hip amputations, and a ring-arm for disarticulation-of-shoulder amputations.

The above mentioned leg is of a construction which eliminates to a large degree the discomforts of any of the older types issued. The patients fitted with this limb walk well without the aid of crutch or stick and can sit down with comfort in a natural position, which was not possible with the older types supplied, and this objection still exists in many makes of this type of leg. The bucket is made of double ply reinforced leather, and the steel joints connecting this to the wooden thigh-piece are constructed so that when the patient is seated there is no undue interference between the clothing and the joints, causing the excessive wear which was the objectionable feature of previous issues.

Disarticulation-of-shoulder amputations are the most difficult of all cases to equip with a satisfactory appliance. The ring-arm designed for this type is beyond doubt a great advance over previous issues, which were seldom if ever worn, being justly looked upon more as a hindrance than a help. The points in this arm are: the weight of the arm is distributed between the shoulder and the side of the chest, and also a much greater range of movement can be had than was heretofore possible, or than can be had from any other arm observed.

### SPECIAL APPLIANCES

Problem cases are turned over to this department for attention. That is to say, where no known appliance can be suitably adopted by reason of the peculiarity of the disability, it is necessary to develop a satisfactory appliance to suit those individual requirements. This particular phase of the work is carried out in close conjunction with the orthopaedic consultants. The majority of these cases have required special splints, braces or working appliances for hand amputations. As illustrations of this work there may be mentioned a splint for flail shoulder which enables the useless arm

\* See Appendix VII, page 157.



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to function in a limited degree. A splint was designed for a case suffering from excessive lateral mobility of the knee which enabled a backwood-man to resume his former trade. Before being thus equipped he was unable to carry on. A working appliance for amputation of the fingers is now in constant use by a house-painter, and permits him to hold his own in his trade, and many more similar cases are on record.

## APPLIANCES OF OTHER COUNTRIES STUDIED

Specimens of new arms and legs are supplied to the branch from the allied countries which enable the experimental division to contrast the standard arms and legs with those thus submitted. The arms are of special interest, as it is in these appliances that so much research work remains to be done in order to get, if at all possible, an arm which will fill the place of the lost member as efficiently as it has been possible to replace a lost leg. These arms being thoroughly examined and tested, it was found that the department would be unable to adopt any method of construction or manipulation from them which would have increased to any extent the efficiency of the standard arms and accessories now issued.

An excellent opportunity was afforded to observe the various appliances when being used in the functional training classes, and many valuable suggestions for improvement were gained by taking note of the difficulties which the men experienced in endeavouring to use the appliances. Several good ideas were submitted by the men and instructors and adopted, and a decided advance in the usefulness and comfort in wearing the appliances resulted. Before any new device is adopted it is submitted to the orthopædic surgeon who is responsible that it is satisfactory from the surgical standpoint.

In seeking to improve standard appliances one guiding principle has been to reduce the weight wherever possible, without compromising the requisite strength. For example, the skin of an A.K. artificial leg has been reduced in weight from six to four ounces without sacrificing safety in any way. Below-elbow dress-arms, commonly used by men in office work, have been remodelled so as to show a reduction of one pound. Under a thorough test this arm has proved itself suitable for the purposes designed, namely, light work and dress wear, and the greatest advantage is in the general comfort to men wearing it.

## PATENT RECORDS INVESTIGATED

The records of the Patent Office are searched as they come out and the specifications of all new devices are examined in order that the department may keep up to date in the development of orthopædic appliances. Many samples are submitted by private firms which are all tested and such as are considered an improvement on existing issues are purchased or manufactured on a royalty basis by the branch, if such proves to be the more economical method of acquirement.

## PURCHASES

Before requisitions for material are passed to the Purchasing Branch these are scrutinized by the Experimental Engineer to ensure that nothing but suitable material is ordered for use in the factory and depots.

## OPHTHALMIC DIVISION

Previous to 1920 no attempt had been made by the Orthopædic and Surgical Appliances Branch to manufacture or stock and distribute artificial eyes, eye-glasses, or other optical appliances. Patients presenting prescriptions from the eye clinic of the department for such were provided with a purchase order on a local firm in order that these prescriptions might be filled.



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## INADEQUATE SUPPLY OF ARTIFICIAL EYES

It was found, however, that while this arrangement was satisfactory for the supply of spectacles of all types, it did not adequately provide for the needs of artificial eyes and facial cases, mainly because the stocks carried by local firms were not equal to the demand; in many cases also it was not possible to fit a ready-made eye with the desired effects on account of injuries to the socket. These special models could not be obtained in Canada and it was necessary to send such cases to New York for fitting and supply. This procedure involved a disproportionate expenditure.

## SITUATION IN BRITISH ISLES AND REMEDY

To a much greater extent the War Office in the United Kingdom was confronted with the same problem and in order to obtain artificial eyes in sufficient quantity and variety it was decided to equip a factory and to manufacture for itself artificial eyes and spectacles. In this way the Army Spectacle Depot was established in London and an adequate supply of ophthalmic appliances assured. The Army Spectacle Depot was this year transferred to the Ministry of Pensions.

## SUPPLIES OBTAINED FROM ENGLAND

By arrangement with the Ministry of Pensions the department in January, 1920, was given the privilege of obtaining supplies of artificial eyes from the Army Spectacle Depot at cost price. A first supply of 2,000 eyes was procured at an average cost of \$1. In this way a substantial saving was effected as the local price of artificial eyes ranged from \$5 to \$10, and from \$15 to \$20 for specially-made eyes in New York. The eyes supplied by the Army Spectacle Depot are of the best quality and are at least the equal of any procured from other sources.

With this stock in hand it became possible to select for the normal case an eye both perfect in colour and size and, indeed, with the larger selection a few cases that would necessarily have previously been sent to New York could now be fitted successfully from stock.

It has been the policy from the first in the case of men sent to New York for fitting to purchase an extra eye which was kept in Toronto as a model. This was done in order that it would not be necessary for a man to make further journeys to New York for renewals as the model has only to be submitted and a copy obtained.

## DISTRIBUTION

As soon as it was possible for the department to obtain artificial eyes from England it was decided that a model eye for every case be procured. Instructions were thus issued to all the depots that in every case where a purchase order was given on a local firm for an artificial eye a duplicate should be sent to Toronto. It is intended that this arrangement shall continue until eventually Head Office will have a model for every case. Thus it is hoped that no matter in what part of the country, or, indeed, the world, a man may be, it will be possible to supply him with an artificial eye on his application to Head Office, Toronto.

## INSTALMENT OF OPTICAL PLANT

Thus far the supply of artificial eyes was much improved but the difficulty of fitting satisfactorily cases with abnormal conditions still existed and the department was still dependent on New York makers for the proper care of such patients. For many of these patients it was only necessary to alter slightly a stock eye in order to obtain the proper shape, and as this work can be easily done with the proper equipment it was decided to install a small optical plant, consisting of a lens grinder,



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polisher, cutter, etc. The entire plant cost \$550. An expert mechanical optician was employed to take care of this work. As the equipment necessary for the work on artificial eyes practically corresponded with that used for lens grinding, it was decided also that the department should at the same time make up its own eye-glasses and spectacles for the Toronto and district cases. The Ophthalmic Division has been in operation since early in September and has fully supplied the requirements of the department in the matter of artificial eyes and eye-glasses.

It has been found that cases for whom a stock eye cannot be altered to fit satisfactorily are exceedingly uncommon and, indeed, since the branch took over this work itself it has not been necessary to send a man to New York. It is hoped, however, that in a short time it will be possible for the branch to make an individual eye when required, although it is not the intention at the present time to manufacture these in quantities as it is more economical to obtain these from England at cost price where they are manufactured in great quantities, than to manufacture with a smaller production in Toronto.

## FACIAL MASKS

Another important part of the work of this department is the construction of masks for facial cases, and the condition for these unfortunate cases for whom these masks are ordered has been improved to an astonishing extent, and the masks are constantly worn by these cases. Eight of these cases have passed through the hands of this department and each has been supplied with a duplicate mask so that they may be able to submit one or the other for repairs, re-tinting, etc., when necessary.

## ACCOUNTING

## COSTS (LIMBS)

The average cost for 1920 of appliances manufactured by the branch is as follows:—

Artificial legs.. . . .	\$83 11
Artificial arms.. . . .	88 51
Peg legs.. . . .	24 06
Orthopædic boots.. . . .	21 60
Minor orthopædic appliances.. . . .	11 98

These figures represent the average cost of all types of each appliance. Thus, artificial legs have a range from \$50 to \$200; arms, \$40 to \$125. The cost in the manufacture of arms for this year shows an increase of 25 per cent, and in that of artificial legs an increase of 20 per cent over the cost of the previous year. This increase is only proportional to the rise in prices of raw material (excepting certain classes of leather) and to increased labour cost; also the smaller output tends to increase the price. Another contributory factor is that through the medium of the functional training classes the more expensive work arms, such as the Canada, and the differential, became very popular, and in the year's output there was a larger percentage of these arms over the simple dress arms than formerly. The average cost of legs was also increased by the development and issue of the new leg for disarticulation-of-the-hip cases. This leg costs two or three times the amount of any one ordinary standard willow leg.

## COSTS (BOOTS)

Orthopædic boots also show an increase of 20 per cent in the cost of manufacture. The drop in the leather market did not affect the department's output until the middle of October at the earliest as stocks at previous high prices held out until that time. Again, in the spring of this year it was decided to put into these boots a



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grade of leather superior to that formerly used, to serve as long as possible, as they are expensive to make, there being no two pairs alike, all requiring to be specially lasted, and demanding highly skilled labour. Thus a large quantity of the leather in stock was substituted by a better grade. The increased cost has been found to correspond exactly with the better class material. A slight rise in the cost of labour also took place.

#### COSTS (MINOR ORTHOPÆDIC APPLIANCES)

The cost in the manufacture of minor orthopædic appliances shows no appreciable change. These articles comprise a large variety. Many types of splint, abdominal, pelvic, nephritic belts, glasses, gloves, arch supports, braces, Bradford frames, crutches, artificial eyes, are included in this group. Some are made up in standard sizes, others only when called for in special cases, but in every instance a record of cost is kept.

In the Accounting Branch a special feature of the year's work was the installation of a uniform costing system for all depots in the Dominion, and periodical return of costs and record are now received at head office, which makes possible a close supervision of all production.

#### STATISTICS

Number of Appliances delivered to patients (classified) during the periods commencing January 1, 1920 to December 31, 1920, inclusive, also grand total number of appliances delivered to patients (classified) since inception.

	Delivered prior to 1920	Delivered 1920	Total
Legs (all types) . . . . .	3,543	1,905	5,448
Arms (all types) . . . . .	1,571	391	1,962
New socket (leg) . . . . .	1,416	640	2,056
Orthopædic boots . . . . .	6,486	7,079	13,565
Splints . . . . .	2,403	1,586	3,989
Glasses . . . . .	6,015	5,629	11,644
Eyes . . . . .	567	802	1,369
Rubber goods (suspensories, urinals, knee caps, elastic stockings, etc.) . . . .	4,285	5,436	9,721
Belts (abdominal, nephritic, etc.) . . . .	967	818	1,785
Facial masks . . . . .	nd	13	13
Repairs on all appliances . . . . .	9,603	14,424	24,027
Grand total . . . . .	36,856	38,723	75,579

#### TRAINING BRANCH.

The work of the Training Branch of the Department of Soldiers' Civil Re-establishment during the year 1920 has been carried on along the general lines described in last year's report.

A very large number of disabled men have been trained and successfully placed in employment during the past year and the results obtained have been due to the policy of training laid down in July, 1917, and since followed by the department.

#### ORGANIZATION.

A few changes affecting the organization of the Training Branch have been made during the past year. Ward occupations and curative training, which had been carried on by this branch in nearly all hospitals where ex-soldiers were being treated, passed under the control of the Treatment Branch. It was considered that the curative value of occupational therapy could best be secured if placed under the supervision and direction of that branch.



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In addition to the transfer of the occupational and curative training to the Treatment Branch it was considered advisable to transfer the payment of pay and allowances, which was carried on by the Training Branch, to the Accounts and Audit Branch, the control of vocational stores and equipment, which had formerly been the responsibility of the District Vocational Officer, to the Administration Branch, and the Vocational Medical Advisers to the staff of the Treatment Branch, which is now responsible for all medical work carried on by the department.

The Training Branch is now divided into three main divisions:—

1. Training and Inspection.
2. Employment and After-care.
3. Loans.

The administrative head of the Training Branch at head office is the Director of Vocational Training.

The country is divided into districts corresponding very closely to the military districts, the administrative head of each district being the District Vocational Officer.

The organization in each district is similar to that at head office, with the head of each division responsible to the District Vocational Officer.

## ADDITIONAL PROVISION.

While there has been no great change in the general policy of the branch, during the past year, additional provisions have been made. These are as follows:—

- (1) Limitation of time in which applications for retraining could be made.
- (2) Payment of pay and allowances to men who commenced training pending approval.
- (3) Opening of special workshops for the care of functionally, neurologically and mentally sub-normal men.
- (4) Extension of period of training by payment of difference between wages received from employers and the amount of pay and allowances granted by the department.
- (5) Payment of compensation to students on strength of the department who are injured during training.
- (6) Increase of pay and allowances.

These additional provisions were put into effect during the year. A brief description of each of these is given below.

## LIMITATION OF TIME IN WHICH APPLICATION FOR RETRAINING COULD BE MADE.

This was set at January 31, for all men discharged prior to November 1, 1919, or three months from date of discharge or completion of treatment, for men discharged subsequent to November 1, 1919.\*

The number of applications for retraining, made during the latter part of 1919 and January of 1920, was so large that it was impossible to deal with all of them immediately, and it was found necessary to postpone the consideration of applications until arrangements could be made to have applicants appear before the Disabled Soldiers Training Boards. This was done by appointment, as fast as they could be handled.

The number of applications which had not been dealt with, when this regulation came into effect, on February 1, 1920, was 9,873.

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\* See Order in Council P.C. 2131, 1919—Annual Report for 1919, Appendix XII, page 156



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In order to provide training for these large numbers, the facilities of the department were taxed to the utmost, and it was only owing to the fact that through industrial surveys, the officers of the department were in touch with openings for training in industries, that the department was able without delay to provide training for all these men.

During the year cases have arisen, of men who, though disabled, did not apply for training within the time limit set, but endeavoured to re-establish themselves in their former occupation, or some other occupation, without the assistance of the department. Some of these men found that owing to their disability they were compelled to give up their work and apply for vocational training. Consideration has been given to these applications, and when, on investigation, it has been found that the man had made a bona fide effort to re-establish himself, and had failed because of his disability, retraining has been granted.

#### PAYMENT OF PAY AND ALLOWANCES TO MEN WHO COMMENCED TRAINING PENDING APPROVAL\*

This provision was necessary owing to the difficulty and delay experienced in obtaining medical documents, especially where applications for retraining were made in a district other than that in which the applicant was discharged. Before authorization for training could be given, it was essential to establish the fact that the disability of which the man complained, was due to or aggravated by war service, and in order to ascertain this, in many cases, it was necessary to have his medical history sheet. Under the new provision it is possible to start a man in training as soon as the local board decides to recommend him for a course, and should it be found later, that he is not eligible, payment of allowances can be made from the time that he started, until the receipt of advice in the Unit, that he is not eligible. This cause of delay has now, to a large extent been eliminated, and in very few cases is it now necessary to take advantage of this provision.

#### OPENING OF SPECIAL WORKSHOPS FOR CARE OF FUNCTIONALLY, NEUROLOGICALLY AND MENTALLY SUB-NORMAL MEN

From reports received, it became apparent to the department that there were a number of disabled men who, while not requiring further medical treatment, could not, on account of their disability, be trained or were physically unable successfully to support themselves, under existing provisions. In many of these cases the disability was only partially due to service and therefore they were only in receipt of a small pension. What to do with such cases became a new problem, and it was not until P.C. 2328 was passed in November, 1919,† that provision existed for taking care of this class of men.

Under the above-mentioned Order in Council the department was authorized to grant assistance to such men, pending a thorough investigation into the problem. In order to provide a place other than a hospital where light occupation, combined with medical care could be given and with a view to ascertaining if, under careful supervision, and proper working conditions, some of these men could be restored to normal health, and made fit to resume their place in industrial life, or failing this, to find out to what extent they would be capable of useful work, workshops were started in various centres. The occupations followed are such as can be readily undertaken by the types of cases dealt with, and include such work as basketry, toy-making, reed furniture making, light metalwork and woodwork. In some cases the men are allowed to work at home, at weaving, basketry, etc., but are subject to regular supervision. An effort is made to transfer such men as are fit, to actual employment, as soon as possible. In some cases light employment has been found for them and their pay supplemented by the department.

\* See Order in Council P.C. 2327, Appendix XVIII, page 167, Annual Report, 1919.

† See Appendix XVI, Annual Report for 1919, page 165.



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Of the 378 number of men who have been admitted to workshops 67 have been placed in actual employment full time; 8 have been placed in actual employment with pay supplemented by the department; 78 have returned to hospital for treatment; 144 are still in workshops.

EXTENSION OF PERIOD OF TRAINING BY PAYMENT OF DIFFERENCE BETWEEN WAGES RECEIVED FROM EMPLOYERS AND THE AMOUNT OF PAY AND ALLOWANCES GRANTED BY THE DEPARTMENT\*

This provision enables the department to take into consideration the amount of money paid to a student by the employer, and so grade the pay and allowances made by the department, that a course can be extended over a much longer period than would otherwise be the case. Advantage of this provision has not been taken, to any great extent, as it has been found that men in training, are anxious to complete and get on to the payroll of the employer, as soon as possible.

PAYMENT OF COMPENSATION TO STUDENTS ON STRENGTH OF THE DEPARTMENT WHO ARE

INJURED DURING TRAINING

Several cases of injury, while in training with the department, occurred, and as the students were either training in workshops operated by the department, or in industrial plants, and paid by the department, they did not come within the provisions of the Provincial Workmen's Compensation Act.

In December, 1919, an Order in Council was passed,† bringing students in training with the department, within the scope of the Statutes of Canada, 1918, chapter 15, which provides for compensation for Government employees who are injured in the course of their work.

Acting on this authority, arrangements were made with the various Provincial Workmen's Compensation Boards, to deal with the claims arising from injuries to students, and to award compensation in accordance with local Workmen's Compensation Board regulations.

When injury occurs to a student in training, the District Vocational Officer immediately refers the case to the local Workmen's Compensation Board, which examines into the case, assesses compensation, and makes payment of the amount assessed. This payment is made out of a fund provided by the Finance Department of the Dominion Government, for this purpose.

The number of cases of injury which have been dealt with in this way, to date is 30, of which 19 have been paid in full and the balance as shown hereunder.

SUMMARY OF MEN WHO HAVE BEEN GRANTED COMPENSATION

- 19 men granted a total sum of \$4,169.85 being settlement in full.
- 1 man granted total of \$150 plus \$12.50 per month for life.
- 1 man granted total of \$75 plus \$8 per month for life.
- 1 man granted total of \$200 plus \$10.72 per week (time not stated).
- 1 man granted total of \$100 plus \$9 per month (time not stated).
- 1 man granted \$9.90 per month for life.
- 1 widow granted \$40 per month for life.
- Child granted \$10 per month for life.
- 1 man granted \$54.45 for five months being settlement in full.
- 1 man granted \$35 (time not known).
- 1 man granted \$31.97 (time not known).
- 1 man granted \$18.72 (time not known).
- 1 man (not yet decided).

\* See Appendix IV, page 153.

† See Appendix V, page 154.



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INCREASE OF PAY AND ALLOWANCES\*

The Parliamentary Committee on Pensions and Re-establishment, which presented its report to the last session of Parliament, received a large amount of evidence regarding the pay and allowances of men undergoing vocational training, and the following recommendation was submitted to Parliament, that the rates payable to men undergoing vocational training should be increased to the amounts recommended in the Pension Bill, for privates and their dependents. This was put into effect and the increase in pay and allowances made as from the 1st September, is shown as follows:—

	Rate prior to September 1	Rate from September 1
Single men without dependents.. . . .	\$60 00	\$ 75 00
Single men with partial dependents.. . .	up to 85 00	up to 100 00
Married men—		
Man and wife.. . . .	85 00	100 00
First child .. . . .	10 00	15 00
Second child.. . . .	8 00	12 00
Third child.. . . .	7 00	10 00
Fourth and over.. . . .	6 00 each	10 00 each
Widowers—		
Widower with one child.. . . .	80 00	95 00
“ “ two children.. . . .	88 00	105 00
“ “ three children.. . . .	95 00	115 00
“ “ four children and over ..	extra 6 00 each child	extra 10 00 each child
Single men with totally dependent par- ents, brothers and sisters—Man.. . . .	60 00	75 00
One dependent.. . . .	25 00	25 00
Two dependents.. . . .	35 00	40 00
Three dependents.. . . .	43 00	52 00
Four dependents.. . . .	50 00	62 00
Over four dependents.. . . .	extra 6 00 each	extra 10 00 each
Orphan brother or sister.. . . .	20 00	20 00
Two orphan brothers or sisters.. . . .	28 00	30 00
Three orphan brothers or sisters.. . . .	35 00	40 00
More than three brothers or sisters.. . .	extra 6 00 each	extra 10 00 each

TRAINING AND INSPECTION DIVISION

TRAINING

- There are two classes of ex-soldiers for whom training has been provided:—
- (1) Those that have incurred a disability which prevents them from following their former occupation.
  - (2) Those who enlisted under the age of 18 years and suffered a severe interruption to their training.

Four methods of training have been adopted by the department:—

- (1) Inside schools. (Schools operated by the department.)
- (2) Outside schools. (Business colleges and other educational institutions.)
- (3) Industries.
- (4) A combination of school and industry.

These methods have been used for training both of the above-mentioned classes of ex-soldiers, but the percentage of minors trained in industry is much larger than in the case of the disabled.

The number of men trained and graduated during the past year has been very large and during the early part of the year the department was taxed to the utmost to provide facilities for training. The following table shows the number of new men taken on

\* See Appendix I, pp. 136-139.



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for training and the total number in training, month by month during 1920. It will be noted that the peak of the load was reached in February:—

## ENROLMENTS, 1920

Month	New Students	Total Number in Training
January.. . . . .	2,943	25,254
February.. . . . .	2,552	26,022
March.. . . . .	2,657	25,673
April.. . . . .	1,483	23,276
May.. . . . .	1,017	19,648
June.. . . . .	751	16,219
July.. . . . .	494	12,588
August.. . . . .	355	10,156
September.. . . . .	446	8,290
October.. . . . .	452	6,768
November.. . . . .	379	5,518
December.. . . . .	477	4,714

The number of men in training on December 31, 1919, was 22,437, divided as follows:—

Inside schools.. . . . .	6,733 or 30.01%
Outside schools.. . . . .	5,553 or 24.75%
Industries.. . . . .	10,151 or 45.24%

On December 31, 1920, the number on the strength of the department had decreased to 4,714, divided as follows:—

Inside schools.. . . . .	673 or 14.28%
Outside schools.. . . . .	1,208 or 25.62%
Industries.. . . . .	2,833 or 60.10%

These figures show a decrease of 15.13 per cent in the number of students training in inside schools, an increase of .87 per cent training in outside schools, and an increase of 14.86 per cent training in industries.

With the falling-off of students there has been a corresponding decrease in departmental classes and instructors.

On the 31st of December, 1919, there were 51 departmental schools, and on the 31st of December, 1920, only 16, while the number of instructors has fallen from 556 to 92. The unit details will be found in the following table:—

Unit.	1919.			1920.		
	No. of Schools.	No. of Students.	No. of Instructors.	No. of Schools.	No. of Students.	No. of Instructors.
"A".....	6	897	60	2	61	12
"B".....	6	566	58	4	124	25
"C".....	2	955	68	1	85	9
"D".....	12	1,449	113	2	64	8
"F".....	3	207	25	.....	.....	0
"G".....	5	798	52	1	30	4
"H".....	2	221	8	.....	.....	0
"I".....	3	766	53	.....	.....	0
"J".....	11	802	106	5	302	33
"K".....	1	112	13	1	7	1
Totals.....	51	6,773	556	16	673	92

The prevailing industrial depression has affected the facilities for industrial training, and some difficulty has been experienced in obtaining training for men in certain occupations. In a few cases men have had to be transferred, owing to closure or strikes, to other training or to schools.

The total number of men who commenced training under the department up to December 31, 1920, is 50,521. Of this number 12,961, or 25.66 per cent, received



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their training in departmental schools, 8,180 or 16·19 per cent in outside schools, and 20,399 or 40·38 per cent in industries. The number who discontinued their training is 8,981 or 17·77 per cent of the total number that commenced.

The average length of a course in the various districts or units was 6·78 months during the year 1919, but in 1920 it rose to 7·92 months, and the number of extensions of courses rose from 3,601 in 1919 to 6,524 in 1920.

The figures for the individual units are given below:—

Unit	Average length of Course, 1919	Average length of Course, 1920
A.. . . . .	7·41 months	8·48 months
B.. . . . .	7·69 "	8·49 "
C.. . . . .	5·22 "	8·18 "
D.. . . . .	6·88 "	7·99 "
E.. . . . .	6·33 "	8·22 "
F.. . . . .	8·16 "	7·89 "
G.. . . . .	5·49 "	6·70 "
H.. . . . .	6·72 "	7·30 "
I.. . . . .	6·67 "	7·95 "
J.. . . . .	7·21 "	8·06 "
K.. . . . .		
Total.. . . . .	6·78 months	7·92 months

The type of training given can be divided into five main groups: Corrective, Trade and Industrial, Business or Commercial, Agriculture and Professional. The number of men trained in each of these groups is as follows:—

Group	Number of Students	Per cent
1. Corrective Training.. . . . .	57	0·14
2. Trade and Industrial Training.. . . . .	23,781	57·25
3. Business and Commercial Training.. . . . .	11,904	28·66
4. Agricultural Training.. . . . .	2,558	6·16
5. Professional Training.. . . . .	3,240	7·79
Total.. . . . .	41,540	100·00
Course discontinued.. . . . .	8,981	
Grand total (of men who have taken train- ing).. . . . .	50,521	

The total number of men who discontinued their training course is 8,981. A record of the reasons given for discontinuance of training has been kept, the particulars being as follows:—

	Per cent
Voluntary: To take positions.. . . . .	28·46
Deceased.. . . . .	1·93
Sick.. . . . .	7·40
Gone abroad.. . . . .	7·93
Dissatisfied with allowances.. . . . .	1·48
Domestic reasons.. . . . .	1·05
Harvesting.. . . . .	·59
To go on land.. . . . .	2·85
To study elsewhere.. . . . .	·21
No information.. . . . .	3·80
Re-enlistment.. . . . .	1·02
On strength of P.C. 2328.. . . . .	1·04
Cancelled: Misconduct or non-attendance.. . . . .	24·38
Lack of interest.. . . . .	16·50
Misrepresentation in Federal Emergency Fund.. . . . .	1·36
Total.. . . . .	100·00

Of the 8,981 who discontinued, 3,270, or over 36 per cent, were minors who discontinued their training and took work offering greater remuneration than the pay and allowances given by the department.



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*Graduates.*—The number of men who had graduated on December 31, 1919, was 9,455. During the year 1920, the number that graduated was 27,371, bringing the total graduates on December 31, 1920, to 36,826.

The following tables show by units the method of training used. It will be noted that a much larger percentage of the number who graduated in 1920 were trained in industry.

NUMBER OF GRADUATES DECEMBER 31, 1919.

Unit.	Inside Schools.		Outside Schools.		Industries.		Total.
	No.	%	No.	%	No.	%	
"A".....	653	67.88	57	5.93	252	26.19	962
"B".....	262	60.93	78	18.14	90	20.93	430
"C".....	600	79.24	71	9.53	85	11.23	756
"D".....	1,350	45.86	412	13.99	1,182	40.15	2,944
"F".....	157	30.37	148	28.62	212	41.01	517
"G".....	790	76.04	120	11.55	129	12.41	1,039
"H".....	391	69.95	71	12.69	97	17.36	559
"I".....	808	76.44	134	12.68	115	10.88	1,057
"J".....	550	56.53	205	21.07	218	22.40	973
"K".....	122	55.96	49	22.48	47	21.56	218
Total.....	5,683	60.11	1,345	14.23	2,427	25.66	9,455

NUMBER OF GRADUATES DECEMBER 31, 1920.

Unit.	Inside Schools.		Outside Schools.		Industries.		Total.
	No.	%	No.	%	No.	%	
"A".....	1,280	35.56	607	16.86	1,713	47.58	3,600
"B".....	478	19.73	540	22.29	1,405	57.98	2,423
"C" Ottawa...	988	57.01	87	5.02	658	37.97	1,733
Kingston..	629	54.74	274	23.85	246	20.40	1,149
Peterboro'	6	1.20	78	15.54	418	83.26	502
"D" Hamilton.	447	19.59	189	8.28	1,646	72.13	2,282
Toronto...	2,727	25.56	2,392	22.42	5,549	52.02	10,668
"F" Guelph...	74	6.35	389	33.42	701	60.23	1,164
London...	222	22.89	143	14.74	605	52.37	970
"G".....	1,592	49.46	615	19.10	1,012	31.44	3,219
"H".....	523	37.85	290	20.98	569	41.17	1,382
"I".....	1,588	55.22	507	17.63	781	27.15	2,876
"J".....	1,533	44.89	535	15.67	1,347	39.44	3,415
"K".....	201	13.93	326	22.59	916	63.48	1,443
Total.....	12,288	33.37	6,972	18.93	17,566	47.70	36,826

The policy of the department in providing retraining to as great an extent as possible in actual industries rather than in departmental schools is still continued, and experience has shown that a greater percentage of the men so trained follow the line of their training.

A comparison is made in the following table of the results obtained from the three methods of training used by the department. This shows that 66.01 per cent of the number trained in departmental schools, 79.36 of those trained in outside schools and 73.19 of those trained in industries are employed in the line of work for which they were trained. It should be stated, however, that many of those who completed their training in industries took part of their training in inside schools. While the percentages of the inside schools and industrial establishments appear to show to disadvantage as compared with the percentage for those trained in



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outside schools, it should be noted that of the total number of graduates on December 31, 1920, only 18.463 per cent were trained in outside schools, and that the greater number of these were university students or those who took business courses, so that the actual number of men following the occupations for which they have been trained in industrial establishments is largely in excess of the actual number trained in outside schools. Further, in arriving at the percentage of the latter, the policy of the department in respect of students must be considered. These men, if eligible for training, and desiring to commence or continue a university or technical course, are given training for one academic year at the expense of the department, the second or subsequent years being arranged by themselves. The follow-up returns, therefore, show that four months after the completion of the return for which the department has accepted responsibility the men are following their line of training. Judged from the standpoint of permanent re-establishment the percentage under the heading of Industrial Establishments shows that this method of training has been the most satisfactory of all methods employed.

Unit	Inside Schools	Outside Schools	Industrial Establishments
A. . . . .	61.89	62.56	69.20
B. . . . .	75.25	96.01	85.91
C. . . . .	61.83	86.37	79.94
D. . . . .	57.19	79.38	67.13
E. . . . .	66.27	67.30	68.56
F. . . . .	60.99	81.42	77.11
G. . . . .	78.57	87.21	88.67
H. . . . .	74.82	82.28	87.73
I. . . . .	75.25	73.61	73.61
J. . . . .	72.50	84.47	79.37
K. . . . .			
Average . . . . .	66.01	79.36	73.17

The number of occupations in which the department has trained men is 421. These occupations are grouped as follows:—

Corrective Training—the number of courses being.. . . .	3
Trade and Industrial Training—the number of trades and occupations being.. . . .	292
Agricultural Training—the number of distinct courses being.. . . .	24
Business and Commercial Training—the number of separate and distinct lines of training being.. . . .	43
Professional Education—the number of separate and distinct lines of training being.. . . .	59
Total.. . . .	421

STATEMENT showing number of men who have taken vocational training up to December 31, 1920, exclusive of those who discontinued training. Classified according to Industrial and Professional Groups.

Courses under Groups	Grand Total	Per cent
1. Corrective Training.. . . .	57	0.14
2. Trade and Industrial Training—		
1. Building trades.. . . .	1,300	3.13
2. Electric trades.. . . .	2,854	6.87
3. Mechanical trades.. . . .	6,980	16.80
4. Metal trades.. . . .	1,083	2.61
5. Garment and leather trades.. . . .	3,613	8.70
6. Manufacturing pursuits.. . . .	396	0.95
7. Crafts.. . . .	720	1.73
8. Woodworking and finishing.. . . .	1,754	4.22
9. Food preparation.. . . .	439	1.06
10. Textile work.. . . .	150	0.36
11. Repair work.. . . .	854	2.06
12. Miscellaneous trades.. . . .	3,638	8.76
Sub total.. . . .	23,781	57.25



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Courses under Groups	Grand Total	Per cent
3. Business and Commercial Training—		
1. Administrative positions.. . . .	1,785	4.30
2. Subordinate positions.. . . .	8,380	20.17
3. Commercial facilities.. . . .	1,739	4.19
Sub total.. . . .	11,904	28.66
4. Agricultural Training—		
1. General farming.. . . .	910	2.19
2. Farm crops and gardening.. . . .	480	1.16
3. Farm animals.. . . .	993	2.39
4. Forestry.. . . .	174	0.41
5. Fisheries.. . . .	1	0.01
Sub total.. . . .	2,558	6.16
5. Professional Training—		
1. Engineering.. . . .	1,108	2.66
2. Medical.. . . .	772	1.85
3. Artistic.. . . .	580	1.40
4. Other professions.. . . .	780	1.88
Sub total.. . . .	3,240	7.79
Grand total.. . . .	41,540	100.00

NOTE.—Corrective training means training given primarily for functional purposes, and includes such training as lip reading, Braille and the correction of stammering.

The following statement gives the details as to the different occupations for which training has been provided:—

## CORRECTIVE TRAINING

- |                             |                |
|-----------------------------|----------------|
| 1. Braille                  | 3. Lip reading |
| 2. Correction of stammering |                |

## TRADE AND INDUSTRIAL TRAINING

## 1. BUILDING TRADE

- |                                     |                           |
|-------------------------------------|---------------------------|
| 1. Bricklaying                      | 10. Marble trimming       |
| 2. Building construction            | 11. Plastering            |
| 3. Building inspection              | 12. Plumbing.             |
| 4. Carpentry                        | 13. Ship fitting.         |
| 5. Cement and steel testing         | 14. Steamfitting          |
| 6. Concrete construction            | 15. Steel worker          |
| 7. Furnace and stove installation   | 16. Stone cutting         |
| 8. Gas stove fitting                | 17. Structural steel work |
| 9. Interior decorating and painting | 18. Tile setting          |

## 2. ELECTRIC TRADE

- |                               |  |
|-------------------------------|--|
| 1. Armature winding           | 13. Electric fixture making                |
| 2. Battery work               | 14. Electric wiring                        |
| 3. Coil winding               | 15. Electrotyping                          |
| 4. Coremaking                 | 16. Electrical installation and inspection |
| 5. Draughting, electrical     | 17. Machinist, electric and repairs        |
| 6. Dynamo work                | 18. Magneto work                           |
| 7. Electric appliance testing | 19. Meter repair and testing               |
| 8. Electricity applied        | 20. Sub-station operating electricity      |
| 9. Electrical construction    | 21. Switchboard installation telephone     |
| 10. Electric motor assembling | 22. Telephone installation and repairing   |
| 11. Electric meter assembling | 23. Telephone linesman                     |
| 12. Electric plating          | 24. Transformer assembling                 |



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## 3. MECHANICAL TRADES

- |                                   |   |
|-----------------------------------|---|
| 1. Air brake mechanics            | 16. Machinist                             |
| 2. Art lead glazing               | 17. Machine tool making                   |
| 3. Auto mechanics                 | 18. Machine tool operating                |
| 4. Auto truck assembling          | 19. Millwright                            |
| 5. Auto top and body upholstering | 20. Motor assembling                      |
| 6. Cable testing and splicing     | 21. Motorcycle assembling and repairs     |
| 7. Carriage building and repairs  | 22. Sawyer                                |
| 8. Chauffeur                      | 23. Stationary steam engineering          |
| 9. Drill press operating          | 24. Tool making and repairing             |
| 10. Farm implement assembling     | 25. Valve board operator                  |
| 11. Farm mechanics                | 26. X-ray operator                        |
| 12. Farm tractor operating        | 27. Machinist and tool maker              |
| 13. File cutting                  | 28. Belt conveyor attendant               |
| 14. Lathe hand                    | 29. Crude oil engine operator             |
| 15. Machine shop practice         | 30. Fitting and assembling shoe machinery |

## 4. METAL TRADES

- |                              |                           |
|------------------------------|---------------------------|
| 1. Blacksmith                | 13. Locksmith             |
| 2. Boiler making and fitting | 14. Metal polishing       |
| 3. Brass bed assembling      | 15. Metal spinning        |
| 4. Brass moulding            | 16. Ornamental iron work  |
| 5. Brass finishing           | 17. Oxy-acetylene welding |
| 6. Bronze moulding           | 18. Pattern making        |
| 7. Die sinking               | 19. Press stamping        |
| 8. Electric welding          | 20. Saw filing            |
| 9. Gas fixture making        | 21. Sheet metal work      |
| 10. Gilding                  | 22. Steel stamping        |
| 11. Iron moulding            | 23. Tinsmithing           |
| 12. Lead letter making       | 24. Wire working          |

## 5. GARMENT AND LEATHER WORK

- |                                 |                             |
|---------------------------------|-----------------------------|
| 1. Cap making                   | 10. Last making             |
| 2. Cleaning and pressing        | 11. Leather work            |
| 3. Furrier                      | 12. Moccasin making         |
| 4. Garment cutting              | 13. Orthopædic shoe making  |
| 5. Garment design               | 14. Shoe machine operating  |
| 6. Garment making               | 14. Shoe machine operating  |
| 7. Glove making                 | 16. Tailoring               |
| 8. Hat making                   | 17. Trunk and valise making |
| 9. Harness making and repairing |                             |

## 6. MANUFACTURING PURSUITS

- |                                       |                                  |
|---------------------------------------|----------------------------------|
| 1. Aerated water manufacturing        | 19. Pulp and paper manufacturing |
| 2. Art novelty manufacturing          | 20. Radiography                  |
| 3. Asbestos manufacturing             | 21. Rope and twine making        |
| 4. Basket making                      | 22. Rubber goods making          |
| 5. Boat building                      | 23. Rubber tire building         |
| 6. Brick making                       | 24. Rubber boot making           |
| 7. Brush making                       | 25. Sail making                  |
| 8. Burglar alarm manufacturing        | 26. Silvering mirrors            |
| 9. Celluloid industry                 | 27. Skewer manufacturing         |
| 10. Electro switchboard manufacturing | 28. Spring bed making            |
| 11. Gold pen making                   | 29. Spoon making                 |
| 12. Golf accessories                  | 30. Stove making                 |
| 13. Ink making                        | 31. Sugar refining               |
| 14. Mattress making                   | 32. Tent and awning making       |
| 15. Paper box making                  | 33. Tire manufacturing           |
| 16. Photographic supplies             | 34. Toy manufacturing            |
| 17. Picture frame making              | 35. Watch case making            |
| 18. Pipe making                       |                                  |

## 7. CRAFTS

- |                                   |                                       |
|-----------------------------------|---------------------------------------|
| 1. Dental mechanics               | 9. Pottery work                       |
| 2. Engraving                      | 10. Ring making                       |
| 3. Goldsmith                      | 11. Silvering and plating             |
| 4. Gunsmith                       | 12. Soldering                         |
| 5. Jewellery making and repairing | 13. Stone engraving                   |
| 6. Lens grinding                  | 14. Surgical appliances manufacturing |
| 7. Optical instrument making      | 15. Template making                   |
| 8. Photo engraving                | 16. Watch and clock repairs           |



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8. WOOD WORKING AND WOOD FINISHING  
TRADES

- |                                    |                               |
|------------------------------------|-------------------------------|
| 1. Artificial limb making          | 10. Machine wood working      |
| 2. Auto painting                   | 11. Phonograph cabinet making |
| 3. Cabinet making                  | 12. Piano part making         |
| 4. Casket making                   | 13. Reed working              |
| 5. Carriage painting               | 14. Rule graduation           |
| 6. Coopering                       | 15. Sash and door making      |
| 7. French polishing                | 16. Wheelwright               |
| 8. Furniture design and assembling | 17. Wood finishing            |
| 9. Machine floor finishing         | 18. Wood working              |

## 9. FOOD PREPARATIONS

- |                   |                                     |
|-------------------|-------------------------------------|
| 1. Baking         | 9. Milk inspection                  |
| 2. Butchering     | 10. Oleomargarine manufacturing     |
| 3. Chef           | 11. Refrigerator attendant          |
| 4. Cocoa roasting | 12. Tea blending and testing        |
| 5. Confectioner   | 13. Vinegar making and malt milling |
| 6. Egg candling   | 14. Meat curing                     |
| 7. Flour milling  | 15. Pickle making                   |
| 8. Meat cutting   | 16. Meat inspection                 |

## 10. TEXTILE WORK

- |                     |                    |
|---------------------|--------------------|
| 1. Carpet making    | 6. Mule fixer      |
| 2. Cloth inspection | 7. Textile work    |
| 3. Cotton spinning  | 8. Weaving         |
| 4. Dyeing           | 9. Wool carding    |
| 5. Flax spinning    | 10. Wool finishing |

## 11. REPAIR WORK

- |                                |  |
|--------------------------------|--|
| 1. Adding machine repairs      | 9. Phonograph repairs                    |
| 2. Auto top and body repairs   | 10. Piano tuning and repairs             |
| 3. Bicycle repairs             | 11. Scale assembling and repairs         |
| 4. Billiard table repairs      | 12. Sewing machine adjusting and repairs |
| 5. Camera assembling           | 13. Typewriter repairs                   |
| 6. Machine repairs             | 14. Umbrella repairs                     |
| 7. Musical instrument repairs  | 15. Vulcanizing                          |
| 8. Nautical instrument repairs |  |

## 12. MISCELLANEOUS TRADES AND OCCUPATIONS.

- |   |                                       |
|---|---------------------------------------|
| 1. Ammonia plant operating                | 36. Monotypist                        |
| 2. Barbering                              | 37. Monotype casting                  |
| 3. Book binding                           | 38. Mosaic work                       |
| 4. Canning                                | 39. Motion picture operator           |
| 5. Cash register assembling               | 40. Motion picture photography        |
| 6. Cigar making                           | 41. Motorman.                         |
| 7. Commercial compositing                 | 42. Knitting machine operator         |
| 8. Dictaphone operating                   | 43. Multigraph operator               |
| 9. Draughting, architectural              | 44. Multicolour press work            |
| 10. Draughting, mechanical                | 45. Nickel plating                    |
| 11. Draughting, ships                     | 46. Phonograph record making          |
| 12. Draughting, structural steel          | 47. Printing                          |
| 13. Elevator operating                    | 48. Portrait painting                 |
| 14. Engineering fire prevention           | 49. Railway track supervisor          |
| 15. Estimating and plan reading           | 50. Railway traffic manager           |
| 16. Floral design                         | 51. Railway baggageman                |
| 17. Florist                               | 52. Safety razor assembling           |
| 18. Fox farming                           | 53. Show card writing                 |
| 19. Gas engine assembling                 | 54. Sign painting                     |
| 20. Gas generating                        | 55. Sign writing                      |
| 21. Gas meter reading and assembling      | 56. Time keeping                      |
| 22. Glass cutting                         | 57. Toll gate attendant               |
| 23. Glass blowing                         | 58. Undertaking                       |
| 24. Grocery business                      | 59. Upholstering                      |
| 25. Heating plant operating               | 60. Vacuum cleaner assembling         |
| 26. Hunting and trapping                  | 61. Watchman                          |
| 27. Janitors (superintendent of building) | 62. Wax modelling                     |
| 28. Lamp trimming                         | 63. Well drilling                     |
| 29. Laundry                               | 64. Wig making                        |
| 30. Linoleum and carpet laying            | 65. Window dressing                   |
| 31. Linotype operator                     | 66. Road building                     |
| 32. Lithography                           | 67. Taxidermy                         |
| 33. Locomotive engineer                   | 68. Monumental estimating             |
| 34. Machine design                        | 69. Office supplies and manufacturing |
| 35. Mining                                |                                       |



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## BUSINESS AND COMMERCIAL TRAINING

## 1. ADMINISTRATIVE POSITIONS

- |                                   |                              |
|-----------------------------------|------------------------------|
| 1. Accountancy                    | 14. Librarian                |
| 2. Advertising                    | 15. Lumber yard management   |
| 3. Auctioneer                     | 16. Marine underwriter       |
| 4. Car inspector                  | 17. Municipal secretary      |
| 5. Cemetery management            | 18. Purchasing agent         |
| 6. Collender foreman              | 19. Roofing supervision      |
| 7. Efficiency expert              | 20. Sanitary inspection      |
| 8. Finance trade and commerce     | 21. Salesmanship             |
| 9. Fire underwriter and insurance | 22. Social service secretary |
| 10. Food inspection               | 23. Special business course  |
| 11. Hotel management              | 24. Steward                  |
| 12. Insurance                     | 25. Traffic management       |
| 13. Investigation                 |                              |

## 2. SUBORDINATE POSITIONS

- |                          |                           |
|--------------------------|---------------------------|
| 1. Book-keeping          | 8. Mathematics, practical |
| 2. Civil service         | 9. Matriculation          |
| 3. Clerical work         | 10. Shipping clerk        |
| 4. Commercial            | 11. Stenography           |
| 5. Comptometer operating | 12. Stock-keeping         |
| 6. Cost production       | 13. General education     |
| 7. Languages             |                           |

## 3. COMMERCIAL FACILITIES

- |                                    |                         |
|------------------------------------|-------------------------|
| 1. Navigation                      | 4. Telegraphy, wireless |
| 2. Telegraphy                      | 5. Cable telegraphy     |
| 3. Telegraphy, railway and station |                         |

## AGRICULTURAL TRAINING

## 1. GENERAL FARMING

1. Agriculture

## 2. FARM CROP AND GARDENING COURSE

- |                                |                                      |
|--------------------------------|--------------------------------------|
| 1. Floriculture                | 5. Horticulture                      |
| 2. Fruit farming               | 6. Landscape gardening               |
| 3. Gardening, market           | 7. Seed sorting, grading and testing |
| 4. Grain buying and inspection | 8. Farm drainage                     |

## 3. FARM ANIMAL COURSE

- |                     |                             |
|---------------------|-----------------------------|
| 1. Animal husbandry | 7. Stock raising            |
| 2. Bee-keeping      | 8. Poultry and gardening    |
| 3. Dairying         | 9. Poultry and dairying     |
| 4. Hog raising      | 10. Poultry and hog raising |
| 5. Rodentarian      | 11. Live stock inspection.  |
| 6. Poultry raising  |                             |

## 4. FORESTRY

- |                            |                                 |
|----------------------------|---------------------------------|
| 1. Forestry                | 3. Lumber grading and surveying |
| 2. Log scaling and culling |                                 |

## 5. FISHERIES

1. Oil extraction from fish

## PROFESSIONAL EDUCATION

## 1. ENGINEERING

- |                               |                             |
|-------------------------------|-----------------------------|
| 1. Assaying and milling       | 9. Engineering, mining      |
| 2. Chemistry                  | 10. Highway construction    |
| 3. Chemical engineer          | 11. Laboratory work         |
| 4. Civil engineer             | 12. Metallurgy              |
| 5. Engineering, gas and steam | 13. Oil technology          |
| 6. Engineering, electrical    | 14. Power plant engineering |
| 7. Engineering, marine        | 15. Science, applied        |
| 8. Engineering, mechanical    | 16. Surveying               |



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## 2. MEDICAL

- |                   |                           |
|-------------------|---------------------------|
| 1. Anaesthetics   | 9. Medicine               |
| 2. Chiropody      | 10. Dietitian             |
| 3. Dentistry      | 11. Optometry             |
| 4. Dental nursing | 12. Pathology             |
| 5. Drug clerk     | 13. Pharmacy              |
| 6. Embalming      | 14. Public health nursing |
| 7. Masseurs       | 15. Technician (X-ray)    |
| 8. Mano therapy   | 16. Veterinary            |

## 3. ARTISTIC

- |                            |                          |
|----------------------------|--------------------------|
| 1. Art and design          | 8. Dramatic art          |
| 2. Art flower decorating   | 9. Motion picture acting |
| 3. Cartooning              | 10. Music                |
| 4. Commercial art          | 11. Photography          |
| 5. Commercial illustrating | 12. Sculpture            |
| 6. Commercial modelling    | 13. Portrait painting    |
| 7. Dancing                 |                          |

## 4. OTHER PROFESSIONAL COURSES

- |                 |                       |
|-----------------|-----------------------|
| 1. Architecture | 8. Manual training    |
| 2. Arts         | 9. Mineralogy         |
| 3. Bacteriology | 10. Physical training |
| 4. Biology      | 11. Political science |
| 5. Economics    | 12. Teacher's course  |
| 6. Journalism   | 13. Theology          |
| 7. Law          | 14. Commerce          |

## MINORS

The number of minors to whom courses were granted is 11,574. Of this number 3,270 discontinued and 620 were in training on the 31st December, 1920 as follows:—

Inside schools.. . . .	58 or 9.36%
Outside schools.. . . .	138 or 22.26%
Industries.. . . .	424 or 68.38%

The number of minors who had graduated up to December 31, 1920, is shown by districts:—

Districts	Graduates
A Quebec.. . . .	893
B Nova Scotia.. . . .	760
C Ottawa.. . . .	432
Kingston.. . . .	223
Peterboro.. . . .	115
D Toronto.. . . .	1,756
Hamilton.. . . .	622
F London.. . . .	183
Guelph.. . . .	169
G Manitoba.. . . .	712
H Saskatchewan.. . . .	260
I Alberta.. . . .	424
J British Columbia.. . . .	673
K New Brunswick.. . . .	462
Total.. . . .	<u>7,684</u>

## EX-IMPERIALS

Ex-Imperials who were resident in Canada at the outbreak of the great war are eligible for re-training, with pay and allowances, under the regulations governing ex-members of the Canadian forces. The figures with reference to such men are given here, together with a statement showing the number of men who are receiving their training in the United States. In most cases these are men who were domiciled in the United States before joining the Canadian forces.



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## EX-IMPERIALS—RESIDENTS OF CANADA ON OUTBREAK OF WAR

Unit	Commenced	Current	Suspended	Dis-continued	Completed
A.. . . . .	85	11	2	13	59
B.. . . . .	18	8	..	1	9
C.. . . . .	54	8	..	5	41
D.. . . . .	359	71	4	36	248
E.. . . . .	34	10	1	6	17
F.. . . . .	63	7	1	16	39
G.. . . . .	15	2	..	1	12
H.. . . . .	56	6	..	8	42
I.. . . . .	155	56	1	13	85
J.. . . . .	15	4	..	1	10
K.. . . . .	15	4	..	1	10
Total .. . . .	854	183	9	100	562

## EX-IMPERIALS—NOT RESIDENTS OF CANADA ON OUTBREAK OF WAR

Unit	Commenced	Current	Discontinued	Completed
A.. . . . .	30	7	8	15
B.. . . . .	5	1	1	3
C.. . . . .	14	4	2	8
D.. . . . .	67	9	15	43
E.. . . . .	7	1	1	5
F.. . . . .	15	..	3	12
G.. . . . .	6	..	1	5
H.. . . . .	5	..	2	3
I.. . . . .	33	11	8	14
J.. . . . .	3	1	2	..
K.. . . . .	3	1	2	..
Total.. . . .	185	34	43	108

## STATEMENT SHOWING NUMBER OF MEN TRAINED IN UNITED STATES

Unit	Commenced	Current	Discontinued	Completed
A.. . . . .	5	3	..	2
B.. . . . .	12	7	..	5
C.. . . . .	2	..	..	2
D.. . . . .	19	2	2	15
E.. . . . .	4	..	1	3
F.. . . . .	3	..	..	3
G.. . . . .	2	1	..	1
H.. . . . .	2	..	..	2
I.. . . . .	6	3	..	3
J.. . . . .	1	..	..	1
K.. . . . .	1	..	..	1
Total.. . . .	56	16	3	37

## RE-TRAINING OF EX-MEMBERS OF THE CANADIAN FORCES DISCHARGED IN ENGLAND

The department has an office at 103 Oxford street, London, W., England, under the direction of Major C. G. Arthur, D.S.O., and arrangements have been made to take care of ex-members of the forces discharged in England who are eligible for the benefits of retraining under Canadian regulations.

2. The total number of applications received to date is 272, and 90 men were taking courses on the 31st of December, 1920, while 21 had completed.

## INSPECTION

Men, while in training, are under regular supervision by a staff of visiting inspectors, whose duties are to see that they are receiving the approved training, to investigate all complaints, to make regular reports on the men's progress, to take cognizance of the conditions under which they are working in industries, to recommend changes of training courses in such cases as may appear to be desirable, and



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to recommend extensions of courses when, for any reason other than negligence on the part of the men concerned, they have not reached that degree of efficiency needed to enable them to become self-supporting by following the occupation for which they are being trained.

It will be seen that the importance of the duties of the inspectors can scarcely be over-estimated. The object of the department's efforts in the re-establishment of the disabled man depends largely upon the honesty, judgment and tact of the inspectors, and the thoroughness and unfailing regularity and frequency of the inspection. That the work has been well done is shown by the fact that of the men who have completed their training and are no longer being reported on by the department, 72 per cent are following the lines of their training.

Medical inspection is also provided for, and medical attention, on full pay and allowances, is given to every man needing it, on the recommendation of the medical officers, who are solely responsible for deciding when a man is not in a fit condition to work. The periods of training are automatically extended to cover any loss of time caused by sickness, provided the absence was approved by the medical officers concerned. In a few cases when the sickness is likely to be for a long period the men are temporarily struck off the strength and taken on the strength of the Treatment Branch for treatment, with pay and allowances, and when fit to resume training are allowed to do so on vocational pay and allowances, or new courses are provided should their physical condition warrant such action and the men concerned desire such changes.

The retraining policy of the department has been, and is, very elastic. There is a minimum of rules and regulations. The training is not restricted to certain fixed courses, a man's choice is only limited by his disability and the occupations to be found in Canada, and no reasonable expense is spared to provide every man with the best possible training.

No report on the work of this branch would be complete that did not refer to the co-operation of employers of labour, and the success which has been obtained by the department in the work of re-establishment is largely due to this assistance, in fact it could not have been accomplished without it. Employers have readily taken men into their places of business, frequently with some dislocation of their routine, taught them, often provided them with a monetary stimulus, and give them work on the completion of training. That the benefit in the majority of instances is mutual does not lessen the debt of the department to those who, by their generous and ready acknowledgment of the obligation which they owe, with Canada as a whole, to the returned man, have so materially assisted him in his return to civil life.

The number of industrial establishments in which men have been placed for their training is 10,604, and the number of graduates from these establishments 17,566, or an average of 1.66 men to a shop.

## CARE OF THE BLIND

The retraining of blinded soldiers is one of intense interest and many possibilities.

The loss of sight, our most prized and highly developed sense, is, from a mechanical point of view, an irreparable one. A man who has lost an arm or a leg may be provided with a substitute, which, to a certain extent, takes the place of the missing member; once, however, the sight has been destroyed, no artificial substitute is possible. It but remains for other organs and senses to supply the loss. The training for the non-sighted man must be, therefore, of such a character as will enable him to adjust himself to the new condition and to develop to the greatest extent the senses of touch and hearing, he must learn "How to be blind." His thoughts must be drawn away from the mental picture which first presents itself, that of the blind



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mendicant at the street corner. He must be taught to feel that in spite of his handicap a life of work and achievement is still open to him, and that the hand stretched out to him is not that of charity, but of encouragement and assistance towards his goal—independence.

Blinded soldiers formed a very small percentage of the casualties of the Great War. It was not until some four months after the beginning of the war that the necessity for their re-education became apparent even in Great Britain.

All arrangements for such training were very wisely left in the hands of Sir Arthur Pearson, himself totally blind, and St. Dunstan's came into being. At that time training of this nature had not been given special consideration in Canada, and our men, as soon as they had left hospital, were, with some exceptions, admitted to St. Dunstan's; these exceptions being those who did not wish to take training there, or whose eyesight at that time did not appear sufficiently impaired to warrant it. These received training at a later date in Canada.

In the summer of 1918, the policy was adopted by this department whereby all blinded Canadian soldiers, who wished to do so, might enter St. Dunstan's for instruction.

In order that the training in Canada might be established on a firmer and more up-to-date basis, the department secured the services of Captain E. A. Baker, M.C., Croix de Guerre. Captain Baker was the first Canadian officer graduate of St. Dunstan's, and a brilliant example of what can be accomplished by the methods instituted at that place. For the first two years after his return to Canada, he acted as "trouble manager" with the Hydro-Electric Power Commission of Ontario. He entered upon his new duties with the department on August 1, 1918. On October 1, 1920, Captain Baker assumed the position of general secretary to the Canadian National Institute for the Blind; he is, however, still on the strength of this department in an advisory capacity.

*Training.*—Training begins with a preliminary course—the man is taught Braille reading and writing, typewriting and certain handicrafts. While taking this course his capabilities, both mental and physical, are observed, and after consultation with the man himself regarding his desires, his vocation for the future is decided upon and the training towards this end commenced.

At the commencement of his training he is presented with a Braille watch—a blinded man who can tell the time of day or night has taken the first step towards independence. Upon completion of training, provided that he can successfully operate same, a Braille writing machine and typewriter are also presented, and, where necessary, certain equipment to enable him to set up in his chosen business or profession.

When training for the non-sighted was first undertaken in Canada such facilities as were provided by the Canadian National Institute for the Blind, the Montreal Association for the Blind, the Nazareth School for the Blind, Montreal, and the Halifax School for the Blind, were utilized. Arrangements were also made with the Nova Scotia Technical College, Halifax; Military School of Orthopaedics, Surgery and Physio-therapy, Hart House, Toronto; and the Ontario Agricultural College, Guelph, for other courses not included in the curricula of the above-mentioned training institutions for the blind.

Of late there have been certain changes in these arrangements, the greater part of the instruction being given at Pearson Hall, the Blinded Soldiers' Department of the Canadian National Institute for the Blind. The hall is a fine old family mansion situated at No. 186 Beverley street, Toronto, and is used as a place of residence by the students. New and commodious training quarters were formally opened by His Excellency the Governor General on November 10, 1920. Among the numerous courses given here is massage. The instructor is a totally blind ex-soldier, trained at St. Dunstan's, who passed second highest out of a class of three hundred and twenty-seven at the examinations held by the Incorporated Society of Trained Masseurs,



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London, England. One of his pupils was the first blind man to pass through the School of Physical Science, McGill; another, the first to take the examinations of the Dominion Massage Association, with a rating of 86 per cent on all subjects.

It may be stated that this association has been lately founded for the protection of all sighted and non-sighted masseuses and masseurs in Canada, also for the purpose of bringing about a close co-operation with the medical profession.

Instruction in poultry farming and carpentry is also given under the Canadian National Institute for the Blind at Preston, the instructor, being an ex-soldier, and totally blind. On graduation, loans are provided by the Soldier Settlement Board, and the men assisted in settling down.

Through the co-operation of various business firms training in certain lines, such as piano-tuning, rubber stock mixing, assembling of motors, has been provided.

Besides training a man for his future vocation, attention is paid to recreation and sports and a fine showing has always been made at the annual sport's day at Pearson Hall. The men are also taught and encouraged to dance; as this makes for free and independent movement; a weekly dance is held at the hall, to which they may invite their relatives and friends.

*After-care.*—After a man is trained, it then becomes necessary to assist him to settle down in his chosen occupation, and to show him that a keen interest is still being taken in his future welfare. With these ends in view a full and comprehensive system of "after-care" was established by St. Dunstan's in Great Britain. This has been adapted as far as possible to Canadian needs, although in this country the comparatively small number of men and the vast areas through which they are scattered complicates operations to a large extent.

The department has entrusted this work of after-care to the Canadian National Institute for the Blind, through the agency of Pearson Hall, thereby making use of the Dominion-wide organization which the institute has established. Raw materials are supplied to the men at cost price, their manufactured products disposed of, their work inspected and any faults in process or method corrected, in short, they are given any assistance possible that may be needed at the moment.

There are at the head office of the department many interesting records of the successes attained by these men, and accomplishments which, up to a few years ago, would have been looked upon as impossible.

The number of Canadians who are reported to be suffering from blindness and defective eyesight discharged from the Canadian Army and receiving pension for these reasons is 1,966, of whom 192, have lost sufficient sight to require retraining, of these 32 cases are under investigation and it is expected that approximately 13 of them will be able to take retraining. The 192 cases which have been trained, are now under training or under investigation, are classified as follows:—

Loss of both eyes.. . . .	52
Loss of right eye.. . . .	39
Loss of left eye.. . . .	29
Other visual disorders.. . . .	72
	<hr/>
	192
	<hr/>

Of this number 110 are totally blind, or possess only a perception of light.

Of 32 cases now under investigation seven have lost the sight of both eyes, five that of the right eye and four of the left, sixteen other visual disorders and of these thirty-two cases, fourteen are totally blind, or possess only a perception of light.



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Thirty-three men are undergoing training at the present time, ten being at St. Dunstan's and twenty-three in Canada. The disability of these men is as follows:—

Loss of both eyes.. . . .	3
Loss of right eye.. . . .	5
Loss of left eye.. . . .	5
Other visual disorders.. . . .	20
	<hr/>
	33

Of these 20 are totally blind, or possess only a perception of light.

NOTE.—Owing to more definite information on various cases, a number of men, who in last year's report, were placed in the category covering "visual disorders," have now been included in a specific classification.

The above-mentioned men are undergoing training as follows:—

Massage.. . . .	4
Poultry farming and carpentry.. . . .	3
Boots and mats.. . . .	3
General and preliminary.. . . .	11
Stenography.. . . .	1
Vocal.. . . .	1
Baskets and nets.. . . .	2
Rattan work.. . . .	1
Broom-making.. . . .	4
Electric-motor assembling.. . . .	1
Law course, university.. . . .	1
Business course.. . . .	1
	<hr/>
Total.. . . .	33

The men who have been trained and settled down are disposed of as follows:—

Massage.. . . .	13
Poultry farming and carpentry.. . . .	24
Boots and mats.. . . .	5
Piano tuning.. . . .	5
Stenography.. . . .	7
Joinery.. . . .	2
Baskets and nets.. . . .	5
Broom-making.. . . .	3
Telegraphy.. . . .	1
In business for themselves.. . . .	13
Wicker work and rattan.. . . .	3
Returned former occupations.. . . .	5
General secretary.. . . .	1
Instructors.. . . .	4
Market gardening.. . . .	1
Assembling agricultural motors.. . . .	1
Employed business firms.. . . .	8
Mats and nets.. . . .	3
Unable, unwilling or waiting for employment.. . . .	19
Deceased.. . . .	4
	<hr/>
Total.. . . .	127

EMPLOYMENT AND AFTER CARE

GROWTH OF WORK

Until towards the end of 1919, the Employment and Aftercare Division in the units, while it was a definite part of the work, was a comparatively easy task. The energies of the district officers were chiefly directed towards interviewing and caring for students in training which occupied most of their time and thought. There were



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few graduates and comparatively plenty of vacancies and it was not a difficult matter to follow up the graduates to find out how they got along and to render whatever assistance was necessary towards their permanent establishment.

The following will give the growth of the work:—

## Number of graduates—

December, 1918.. .. .	2,285
December, 1919.. .. .	9,455
December, 1920.. .. .	36,826

This shows that during 1920, 27,371 completed training.

## RESTATEMENT OF POLICY

With the demobilization of the Information and Service Branch and the very large number of men who were graduating it became necessary definitely to establish the policy concerning employment. Up to this time while the Training Branch had assumed responsibility for seeing that graduates obtained employment, the Information and Service Branch had to a great extent assisted in placing vocationally trained men. All concerned were notified that the Training Branch was responsible for securing employment for all graduates, also, for all handicapped cases, whether vocationally trained or not.

## SUPERVISION

In order to see that this policy was carried out, head office has followed certain lines of action: (1) Dealing, as heretofore, with individual cases as reported by their monthly follow-up reports. (2) Observing results and where necessary by constructive criticism with regard to them. (3) Advising them concerning the organization and methods of work.

1. By taking up with district officers individual cases and suggesting methods of dealing with them.

2. Various charts and statistics have been forwarded showing the comparative standing of the units and where they have been successful and unsuccessful, and generally observing the results of the work. This too has resulted in continued effort on the part of the units to get every man satisfactorily placed and to find out what has happened to each graduate in order to know definitely the results of retraining.

3. By sending to each district an experienced employment officer to assist in the organization of the Employment Division and offer suggestions regarding methods of interviewing men and employers.

4. By creating at head office a special section to find openings for employment for severely disabled men and to secure appointments for those who were suitable, in the Civil Service.

## RESULTS—CLOSED CASES

Up to the present the policy of the department has been to cease following up graduates whenever they have held a steady position for at least four months. However, there are certain graduates who "go abroad" or, otherwise, are "unable to trace;" others return to hospital for lengthy periods or die; while a few do not merit further consideration from the department.



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The following figures give the results of these cases that have been closed:—

## CASES CLOSED, DECEMBER 31, 1920

	Number	Per cent
Following line of training. . . . .	17,320	71.96
Following other lines. . . . .	4,861	20.19
<b>Total employed. . . . .</b>	<b>22,181</b>	<b>92.15</b>
Not a success. . . . .	194	0.80
Unable to trace. . . . .	733	3.05
Gone abroad. . . . .	663	2.76
Sick. . . . .	205	0.85
Dead. . . . .	91	0.39
<b>Totals. . . . .</b>	<b>24,070</b>	<b>100.00</b>

Owing to the industrial conditions and the natural turnover of employment some of these men again become unemployed, and are being given further assistance, but for the purpose of judging the results of vocational training, it is considered that the policy outlined above is a reasonable one.

## FOLLOW-UP

The number of graduates at December 31, 1920, was 36,826. The number of graduates whose cases were considered closed by the department was 24,070. The difference between the number of graduates and cases closed are known as active follow-up cases. These on December 31, 1920, numbered 12,756.

The department does not lose interest in a man as soon as he has completed his training, nor yet has it considered its responsibility ended when the graduate has been placed in employment. By means of the follow-up work of the Aftercare Section, the department continues to keep in touch with them and thus is kept informed and can record the manner in which the graduates from the vocational training classes and industries acquit themselves in civilian life.

The moment the returned soldier once again joins the army of competitive wage-earners he comes under the jurisdiction of this section. Monthly reports are furnished on which are recorded particulars as to present employment. Contact is maintained with graduates by three methods:—

- (1) Visiting them at their homes or places of employment.
- (2) Visiting employers.
- (3) Correspondence.

The fact that in very few instances, have we been refused information by the men, is due to the manner in which the investigators do their work.

The value of the work of the Training Branch of the department depends on the results. Without the After-care Section there would be no means of gauging these results and any statistics which might be compiled otherwise would be both incomplete and inaccurate.

## LOANS DIVISION

The following is an extract from P.C. 2329,\* under which the department is authorized to make loans to certain classes of ex-members of the forces:—

- (a) That the Department of Soldiers' Civil Re-establishment at its discretion be authorized to advance by way of loan to those disabled men who have been retrained and who are in need of same, a sum not exceeding \$500,

\* See Appendix XVII, page 166, Annual Report for 1919.



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for the purchase of tools and equipment necessary to establish them in their new occupation, such loans to be repayable within five years from date of issue without interest.

(b) That the Department of Soldiers' Civil Re-establishment at its discretion be authorized to advance by way of loan to those men who are disabled and who are in need of same, a sum not exceeding \$500, to enable them to pursue any course of training or education that was substantially interrupted by war service, providing in all cases that the disability was of such a nature as to make assistance necessary, and provided further that such men are not entitled to or have not taken training under the Department of Soldiers' Civil Re-establishment; all such loans to be repayable in five years without interest.

## ORGANIZATION

In order to comply with the provisions of Order in Council P.C. 2329, it was necessary to bring into being a separate division of the Training Branch in head office. Regulations in amplification of the Order in Council were issued to the various district vocational officers, who appointed loans officers for their respective districts. These loans officers, without exception, are officials who have had previous experience in dealing with the training of the disabled ex-service men.

The organization of the Loans Division is as follows:—

In Ottawa there is a Central Administrative office, in charge of a chief loans officer, who is directly responsible to the Director of Vocational Training. In each province, there are district loans officers, responsible through the respective district vocational officers to the chief loans officer in Ottawa.

The functions of the Central Administrative office are to determine matters of policy, the issuance of regulations and forms, the approval or otherwise of all applications, the custody of legal documents, and the maintenance of adequate records.

The administration in the units may be divided into the following sections: investigation of applications, legal, records, inspection and collection after the loan has been approved.

## GENERAL POLICY

Having in view the fact that this financial assistance is strictly in the nature of a loan, to make a borrower realize this, and further, to insure protection and repayment, every effort has been made adequately to secure advances made. It is considered that to impress a borrower with the necessity for meeting his obligations is just as much a phase of re-establishment as the provision of a loan to enable him to commence business after his retraining course has been completed.

Where industrial loans have been made under sub-paragraph "a" of P.C. 2329, promissory notes and either mortgages, chattel mortgages or agreements have been obtained. Further, except in certain special cases, only essential tools, equipment or machinery have been purchased. The purchase of consumable stock-in-trade has not been permitted. Cash loans have not been made, neither have loans been granted to those who have obtained assistance under the Soldier Settlement Act. All purchases have been made through the medium of the existing purchasing organization of the department, and the equipment has not been released to a borrower until the various legal documents have been obtained.

It has been insisted that all equipment be adequately covered by insurance, the premiums being paid by the borrower.

For the most part, the repayment of the advances has been arranged on the basis of \$100 per annum, consideration being given, however, to the nature of the trade and the location in which the borrower has established himself. Whilst promissory



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notes have been obtained covering certain stated periods, it has been found expedient to endeavour to obtain small payments on account of such promissory notes, the payments being credited to the borrower and endorsed on the notes.

INVESTIGATIONS OF APPLICATIONS

A disabled, retrained graduate is required to make an application on a certain standard form. On this form he signs a statement to the effect that he is willing to give promissory notes and sign a chattel mortgage covering the equipment to be purchased. He must also provide the names of two or more responsible business men who recommend him. The application is then considered by the District Loans officer. Possibilities of success are thoroughly investigated, that is to say, the applicant must, first of all, have satisfactorily completed his retraining course. He must be found to be adapted to the work, and further, although it is extremely difficult to determine, the investigator must endeavour to be assured that the applicant has sufficient business acumen to make a success of his venture. The proposed location and existing or possible competition has to be considered, and finally, the borrower is assisted in the choice of his equipment, the loans officer endeavouring to arrange purchase at the most favourable prices. Only absolutely essential equipment is recommended for purchase in the first instance, and provided that, later on, it is found that the business is good, a supplementary loan might be granted for the purpose of purchasing additional equipment, provided that the total loan does not exceed \$500.

The application, together with a confidential report covering the points mentioned above, is then submitted to the Chief Loans officer for approval or otherwise. The particulars and information forwarded are checked with the training and personal records already on file in head office, and a decision arrived at.

District Loans officers are required to render to head office a monthly trade report covering the general conditions of the various trades in their respective districts. These reports serve as a useful guide in dealing with applications.

APPLICATIONS RECEIVED AND DEALT WITH UP TO AND INCLUDING DECEMBER 31, 1920.

Unit.	Appls. Recd.	Appls. Appd.	Appls. not Appd.	Appls. Defd.	Appls. Can- celled.	Appls. under investi- gation.	Amount Approved	Amount Outstanding
							\$ cts.	\$ [cts.
"A".....	78	59	15	2	2	.....	20,818 17	17,026 62
"B".....	116	87	23	.....	.....	6	31,597 60	25,750 69
"C".....	135	111	18	.....	4	2	36,292 83	33,222 98
"D".....	644	491	136	.....	13	4	182,782 23	165,670 50
"F".....	142	103	31	.....	5	3	34,028 54	31,180 99
"G".....	116	92	17	.....	6	1	32,714 61	30,029 74
"H".....	83	68	11	.....	2	2	26,761 30	24,102 19
"I".....	183	143	28	.....	10	2	55,586 54	51,207 09
"J".....	361	283	64	.....	10	4	104,521 72	85,198 72
"K".....	82	67	11	.....	3	1	19,901 22	17,279 09
Total.....	1,940	1,504	354	2	55	25	545,004 76	480,668 61

NOTE:—This table includes Class "A" and "B" loans.

DIVERSITY OF TRADES

The number of different occupations in which men have been established under this scheme is 83. This, of course, is affected by the diversity of occupations taught, and it is only in a certain number that it has been possible for a retrained graduate



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to commence business for himself. In such occupations as plumbing, cabinet-making, carpentering, etc., the actual tools required by a journeyman are purchased, thereby enabling the man to obtain employment at the prevailing rates for journeymen. Without these tools, this could not be done.

## SERVICE INSPECTION, FOLLOW-UP AND COLLECTION

The limit of any loan is \$500. This in itself, is not sufficient in the majority of cases, for the complete establishment of a business, that is to say, the borrower must have money of his own for payment of rent, the purchase of stock-in-trade, and further, sufficient to tide him over the initial period. It will be seen, therefore, that since the borrower must invest a certain amount of his own money, he will put forward greater endeavour on such account to make a success.

Frequent visits are made by an inspecting officer, whose duty is primarily to assist the man in his effort, and secondly, to safeguard the interests of the department. For the most part, these inspecting officers are officials who have previously been employed as industrial training inspectors. During their employment as industrial training inspectors, they have come into contact with the man whilst he has been undergoing his retraining, and in the majority of cases, they know him personally. It is, therefore, a very simple matter for these inspecting officers to approach the borrowers, advise them regarding their business, having in view their necessarily wider knowledge of business conditions; assist them in the keeping of their accounts, and in the care of their machinery. Incidentally in some instances, they are able to obtain business for the man. As a business becomes more firmly established, the inspector pays less frequent visits, and at this phase, the borrower is advised to commence the repayment of his loan, irrespective of the fact that the first promissory note may not yet be due. It is an obvious fact that there is a certain class of men who are not able to accumulate a large amount in order to pay off an indebtedness at maturity. Therefore, the small payment plan is to the mutual advantage of both the borrower and the Government. When a borrower who has made a series of small payments, finds that he cannot meet the balance of the note at maturity, the fact that he has already paid so much on account is taken into consideration and an extension of time granted.

## LEGAL MATTERS

At the outset, a copy of the proposed regulations was referred to the Department of Justice for advice as to the legal aspect of the scheme generally. As previously stated, promissory notes, chattel mortgages, mortgages or agreements have been obtained, according to the various provincial statutes. The Department of Justice authorized the employment of certain barristers in the various districts. In this connection it was found that legal work in the cities of Toronto and Vancouver was becoming so heavy and expensive that it was considered advisable to obtain the exclusive services of a barrister in each place. This has effected a considerable saving in the overhead expenses. Further, the services of these barristers are always available in connection with any legal work required by a borrower, e.g., the execution of partnership agreements, taking oaths, etc.

In the provinces of Saskatchewan and Alberta, it has been possible to obtain amendments to the provincial statutes, whereby the necessity for renewals of chattel mortgages is obviated when the Crown is the mortgagee. An endeavour is being made to have similar amendments placed on the statutes of the other provinces where applicable. Whilst this, in itself, is only a small monetary saving, it is considered that it will also prove to be a considerable saving in labour and supervision.



CANCELLED APPLICATIONS AND APPROVALS

Upon reference to the following table, it will be observed that 55 applications submitted to Ottawa have been cancelled and 128 approved loans have been cancelled, or in other words have not gone into effect.

In all these cases cancellation has been requested by the applicant. For the most part, it was found that he did not desire to take advantage of the assistance available, or he could not comply with certain special conditions imposed, e.g., the provision of adequate security; payment of part of purchase price of automobiles or trucks, or payment of insurance premium.

APPLICATIONS AND APPROVED LOANS "CANCELLED" UP TO AND INCLUDING  
DECEMBER 31, 1920

Unit	Applications Cancelled	Approved Loans Cancelled
"A".....	2	8
"B".....	..	11
"C".....	4	6
"D".....	13	33
"E".....	5	6
"G".....	6	6
"H".....	2	5
"I".....	10	7
"J".....	10	41
"K".....	3	5
Total.. ..	55	128

NOTE.—This table includes Class "A" and "B" Loans.

DISCONTINUED LOANS

Certain borrowers, for various reasons, have failed in business, or it has been necessary in some cases, to seize the equipment supplied. Such loans are considered as discontinued.

For the main part, adverse business conditions have been responsible for these failures, and family troubles have been the cause of others. Certain borrowers have proved to be incapable of conducting a business of their own and in these cases, the department has had no option but to take back the equipment supplied and dispose of it.

In all cases every possible means has been adopted to endeavour to obtain complete recoveries. That is, the equipment has been sold and steps have been taken to recover any difference owing through small payments from the man at stated periods. In certain cases where the failure has been through no fault on the part of the borrower, an effort is made to arrange matters so that no undue hardship is caused.

COLLECTIONS

The following table shows by units the amounts due to December 31, 1920, the amounts paid and renewed, and in addition the amounts paid on account of notes not yet due.

The result does not quite approach the anticipated amount, nevertheless, it is considered very fair in view of the present trade conditions.



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## COLLECTION OF PROMISSORY NOTES UP TO DECEMBER 31, 1920.

Unit.	Amount Due.	Amount Paid.	Per Cent.	Amount Renewed.	Per Cent.	Amount paid on acct. prior to maturity.
	\$ cts.	\$ cts.		\$ cts.		\$ cts.
"A".....	247 33	247 33	100			62 02
"B".....	156 35	125 00	73	31 35	27	949 26
"C".....						171 55
"D".....	168 20	94 37	56	73 83	44	278 50
"F".....	100 00	100 00	100			150 00
"G".....	139 82	39 82	28	100 00	72	100 00
"H".....						
"I".....	566 65	390 00	68	176 65	32	200 00
"J".....	193 11	100 21	51	92 90	49	199 52
"K".....	113 00	113 00	100			
Total of all Units....	1,684 46	1,209 73	72	474 73	28	2,110 85

Total amount collected on notes due.....\$ 1,209 73  
Total amount collected before maturity.....2,110 85

Total amount collected on current loans.....\$ 3,320 58

## LOANS FULLY REPAID

The following table shows the total number and amounts of loans which have already been paid.

These are for the most part successful cases, but in some instances the borrowers have simply repaid their loan on account of commencing in some other sphere of activity.

## FULLY REPAID LOANS UP TO AND INCLUDING DECEMBER 31, 1920

Unit	No Repaid	Amount Repaid
"A".....	1	\$ 126 00
"B".....	2	418 00
"D".....	7	2,536 00
"I".....	1	400 00
"J".....	6	2,149 45
"K".....	2	527 55
Total..	19	\$6,157 00

It is expected that in some few cases extensions of time may have to be allowed, but on the whole, it is anticipated that the loans will be paid up fairly well.

## NUMBER OF LOANS, BY TRADES, IN OPERATION, AT DECEMBER 31, 1920

Trade	Number Discontinued	Cancelled	Repaid
Auto mechanics..	81	5	10
Arts and designing..	1	..	..
Auto painting..	5	1	2
Auto top repairing..	2	..	..
Agriculture—"B" loan..	1	..	..
Apiarist..	2	..	..
Assaying and mining..	3	..	..
Barbering..	84	10	12
Baking..	4	..	..
Battery service..	34	..	1
Bicycle repairing..	2	..	..
Blacksmithing..	1	..	..
Butchering..	8	..	1
Boat building..	4	..	1
Brokerage..	2	1	..



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NUMBER OF LOANS, BY TRADES, IN OPERATION, AT DECEMBER 31, 1920--*Continued.*

Trade	Number	Discontinued	Cancelled	Repaid
Cabinet-making.. . . .	28	..	5	..
Carpentering.. . . .	13	..	..	..
Cleaning and pressing.. . . .	17	2	..	..
Confectionery.. . . .	10	..	..	..
Civil Service, Post Office.. . . .	1	..	..	..
Contracting.. . . .	18	..	..	..
Commercial work.. . . .	7	..	..	..
Commercial art.. . . .	1	..	..	..
Chiropodist.. . . .	1	..	..	..
Dentistry.. . . .	19	..	..	..
Draughting.. . . .	7	..	1	..
Decorating.. . . .	3	..	1	..
Dairying.. . . .	1	..	..	..
Electricians.. . . .	23	1	2	..
Engineering "B" loans.. . . .	6	..	..	..
Electro-plating.. . . .	1	..	..	..
Electric welding.. . . .	1	..	..	..
Fishing.. . . .	5	..	..	..
Farming (small).. . . .	16	..	..	1
"    (fox).. . . .	1	..	..	..
"    (fruit).. . . .	1	..	..	..
"    (poultry).. . . .	16	1	1	..
Gardening.. . . .	22	..	..	..
General repair work.. . . .	9	1	..	..
Hotel-keeping.. . . .	2	1	..	..
Harness-making.. . . .	6	..	..	..
Hat manufacturing.. . . .	1	2	..	..
Laundry work.. . . .	1	..	..	..
Law.. . . .	41	..	3	..
Locksmithing.. . . .	1	..	..	..
Machinist.. . . .	12	..	1	..
Medicine.. . . .	12	..	1	..
Massaging.. . . .	1	..	..	..
Motion pictures.. . . .	7	1	1	..
Manufacturing.. . . .	2	..	..	..
Ministry "B" loan.. . . .	1	..	..	..
Motor-cycle repairs.. . . .	1	..	..	..
Music.. . . .	11	..	1	..
Navigation.. . . .	2	..	1	..
Optometry.. . . .	29	2	4	..
Oxy-acetylene welding.. . . .	16	..	4	..
Pharmacy.. . . .	9	..	..	..
Photography.. . . .	28	..	1	..
Plumbing.. . . .	11	..	1	..
Picture-framing.. . . .	3	..	..	..
Printing.. . . .	13	..	..	..
Piano-tuning.. . . .	6	..	..	..
Reed and rattan work.. . . .	2	..	..	..
Rodentarian.. . . .	2	..	..	..
Salesmanship.. . . .	51	4	5	2
Shoemaking.. . . .	100	24	27	5
Show-card writing.. . . .	24	1	3	..
Sign painting.. . . .	1	..	..	..
Store-keeping.. . . .	32	..	3	1
Saw-filing.. . . .	2	..	..	..
Tailoring.. . . .	22	1	2	..
Taxi service.. . . .	39	8	..	..
Telegraphy.. . . .	3	..	..	..
Tinsmithing.. . . .	2	..	..	..
Transfer-baggage.. . . .	70	4	9	2
Toymaking.. . . .	1	..	..	..
Typewriter repairing.. . . .	3	..	..	..
Upholstering.. . . .	9	..	1	..
Undertaking.. . . .	2	..	..	..
Vulcanizing.. . . .	116	6	12	1
Veterinary surgeon.. . . .	1	..	..	..
Watch repairing.. . . .	19	..	1	..
Wood working.. . . .	15	2	..	..
Total	1,504	79	128	19



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## CLASS "B" EDUCATIONAL LOANS

Under sub-paragraph "B" of Order in Council P.C. 2329 it has been permissible to grant loans to disabled men, to enable them to continue their education or training, which was interrupted by war service.

The following table shows the number of applications received, approved, and not approved. The majority of these applications were not approved owing to the fact that the disability claimed was so slight that it did not warrant the desired assistance.

## "B" LOANS UP TO AND INCLUDING DECEMBER 31, 1920

Units	Number Applications Received	Number Applications Approved	Number Applications not Approved	Number Applications Cancelled
"A" .....	10	3	7	..
"B" .....	11	5	6	..
"C" .....	8	2	6	..
"D" .....	91	12	77	2
"F" .....	13	1	12	..
"G" .....	6	1	4	1
"H" .....	3	..	3	..
"I" .....	17	3	12	2
"J" .....	22	4	18	..
"K" .....	4	..	4	..
Totals .....	185	31	149	5

NOTE.—One of the five applications approved in "B" Unit, has recently been cancelled, leaving four loans only outstanding.

## BALANCE SHEET. LOANS TO DECEMBER 31, 1920.

Date.	Dr.	Date.	Cr.
Dec. 31, 1920..	Total amount of loans approved..\$545,004 76	Dec. 31, 1920.	Repayments: Loans fully repaid.....\$ 6,157 00 Paid on notes on maturity. 1,209 73 Paid on notes before ma- turity..... 2,110 85 \$ 9,477 58 Discontinued Loans— Amount realized on sale of equipment..... 10,188 87 Loan value of equipment awaiting disposal..... 19,849 56* Amount not recoverable... 280 00 30,318 43 Cancelled Loans— Amount of loans cancelled..... 44,389 70 Total.....\$ 84,185 71 Amount outstanding on ap- proved loans.....†460,819 05
	545,004 76		\$ 545,004 76

\*Included in amount outstanding in table, page

†The actual expenditure to the 31st December, 1920 amounted to \$437,478.25.

## RECORDS AND STATISTICS

## OBJECT

1. In keeping the records and statistics of the Training Branch, the object has been to provide immediate, adequate and reliable records and statistics and also to provide, in place of many records in various forms, simplified records which would



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give all the essential information. Further, to eliminate any records as soon as the purpose for which they were created has been fulfilled.

2. In caring for men after completion every effort is made to get each man satisfactorily placed in employment.

To accomplish this it has necessitated the keeping of the following records:—

- (1) (a) Record of all men taking vocational training.
- (b) Follow-up records of graduates.
- (c) Recording of weekly attendance of students in vocational and curative training.
- (d) Instructors' reports.
- (2) The compiling of vocational statistics.
- (3) After-care correspondence.

#### METHOD OF RECORDING

The methods by which these records have been maintained should first be explained.

(a) Records are obtained from the individual files. The approval of courses is centralized at head office and all subsequent changes are forwarded for approval. It is from these individual changes that records are obtained up to completion.

(b) An individual monthly report of the follow-up record of each graduate is forwarded until the man's case is closed.

In other words, the individual files give the complete history of each case and it is from this individual information that records are obtained.

This procedure (a) and (b) works out very satisfactorily as one group notes all information up to completion using one set of cards while another group notes the follow-up work.

(c) *Attendance.*—An individual attendance record was forwarded weekly by units for all men taking vocational training. These records were summarized under institutions by classes. In March, 1920, it was decided that the keeping of these records was not essential to the administration from head office owing to the establishment of local unit auditors. This allowed for a reduction of staff at head office. However, the information was still maintained from the methods described in paragraph (a). This was a very big step in reducing the duplication of records.

*Curative Training.*—Similar individual reports, were forwarded for men taking curative workshop and ward occupation in the various hospitals. This report was simplified by calling for a statistical return which was a summary of such work rather than an individual report. This also simplified not only the form of the return but the method of recording it. Although the Treatment Branch now supervises this work, arrangements have been made for the Training Branch to continue keeping these records.

#### STATISTICS

The statistics are compiled from the individual records.

One of the hardest tasks, owing to the very large number of files received daily, was to record the information properly and at the same time to dispose of the files without any unnecessary delay. In order to do this, the information on the file was noted on the Headquarters card, and the file returned to Central Registry. A statement was then written from the card. This statement was utilized first of all as a basis for statistics, and secondly, as a means of recording the various records such as the alphabetical index and the Brigham records up to completion. However, with the elimination of the current Brigham cards, the statement was no longer required and the noted card was used to maintain the statistics.



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During the latter part of 1919 most of the returns which were secured were done by counting the particular section of the cards concerned. While this served its purpose there was no interrelation between the various figures given and no system of balancing the statistics maintained. It was therefore necessary to create a basic figure. Also, a steady process of checking and auditing of the cards has been made. This checking and reviewing of records is still maintained in order to have a thoroughly reliable set of records.

## CHANGES

During the latter part of 1919 and this year there has been a gradual process of co-ordination and elimination of any unnecessary records. If this simplifying of records had not taken place it would have required a considerably larger staff to maintain the records as they were first planned.

## HOLLERITH RECORDS

During the year it was decided that the final records of the Training Branch should be put on the Hollerith card record. By doing this the department is provided with a permanent record of every man who has taken vocational training, a record that is easily available and from which statistics can be obtained at a minimum of time and cost. The information recorded on each man is as follows:—

- Regimental number.
- Name.
- Overseas unit.
- Age.
- Social condition (married, single or widower)
- Number of children.
- Other dependents.
- Pre-war education.
- Pre-war occupations.
- Disability.
- Length of course.
- Date commenced.
- Course taken.
- Place where retrained.
- Method of retraining.
- If course changed, reasons for same.
- Extensions granted.
- Suspensions if any.
- Discontinuance if any.
- Final disposition.
- Trade in which loan applied for.
- Class and amount of loan applied for.
- Application granted or refused.
- Termination of loan.

It will be seen from this that to code the very detailed information requires a thorough knowledge both of training procedure and its application to the records. Clerks having this experience were put on and this work is well under way.

## DECREASE IN STAFF

The reorganization and co-ordination of work has resulted in a considerable decrease in the staff.

On December 31, 1919, there were 123 on the staff, on December 31, 1920 there were 71.

There would have been a much larger reduction of staff but for the extra work entailed in coding the final records on the Hollerith cards. There are at present seventeen clerks engaged in this work.

The attached staff and files summary also shows that the number of files still remains very large. From January 1, 1920, to December 31 were handled 446,990 files, an average of 1,487 a day.



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WORK OF THE STAFF

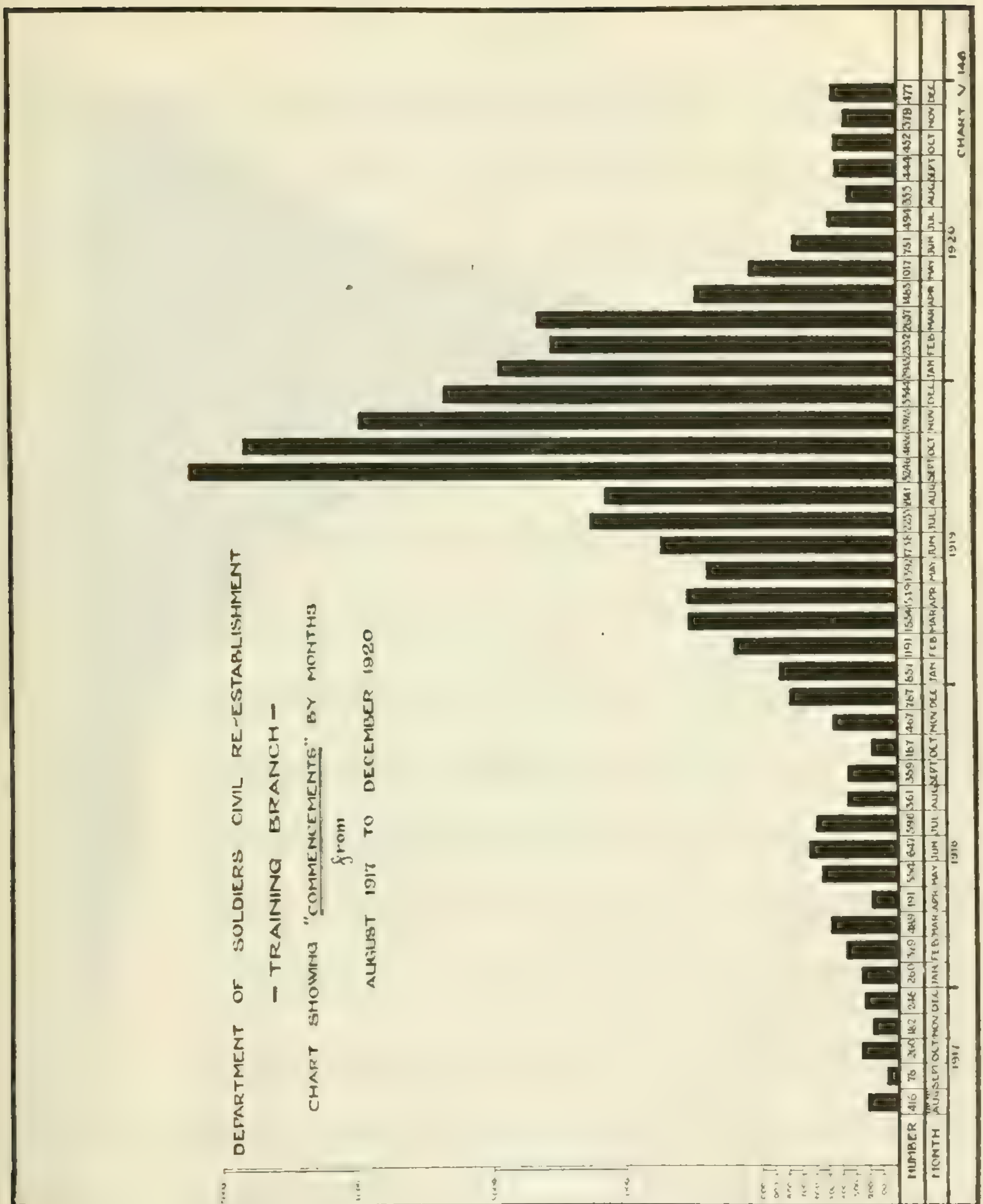
The clearing of the constant flow of files has been one of the greatest tasks. Quite frequently 2,500 or 3,000 files come into the office in a day. However, the work of recording is not simply a copying operation. It requires a good knowledge of training procedure to make an intelligible summary and to interpret the various subsequent letters which are written in each case. It also requires considerable further care to see that each file contains a proper sequence. Quite frequently, conflicting information is noted and has to be corrected.

NUMBER OF FILES AND STAFF MONTHLY. YEAR 1920

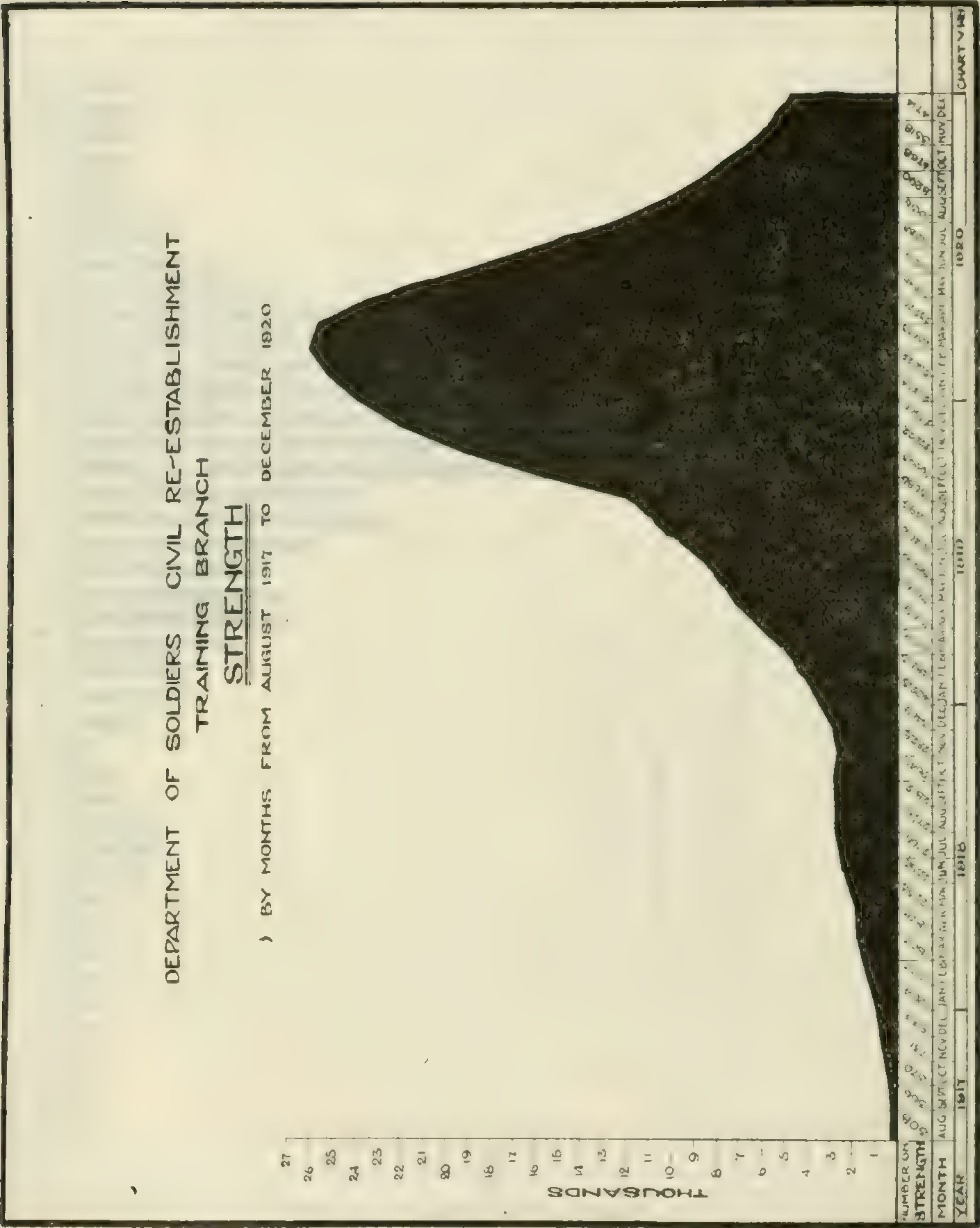
1920	No. of Staff	No. of Files
January.. . . . .	123	33,981
February.. . . . .	124	32,147
March.. . . . .	120	36,774
April.. . . . .	110	46,025
May.. . . . .	111	43,201
June.. . . . .	105	42,686
July.. . . . .	103	44,595
August.. . . . .	97	38,091
September.. . . . .	90	32,111
October.. . . . .	79	31,787
November.. . . . .	73	38,813
December.. . . . .	71	26,779
Total.. . . . .		446,990

Average number of files per day, 1,487.











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DEPARTMENT OF SOLDIERS CIVIL RE-ESTABLISHMENT  
— TRAINING BRANCH —

CHART SHOWING TYPES OF TRAINING TAKEN - BY OCCUPATIONAL GROUPS

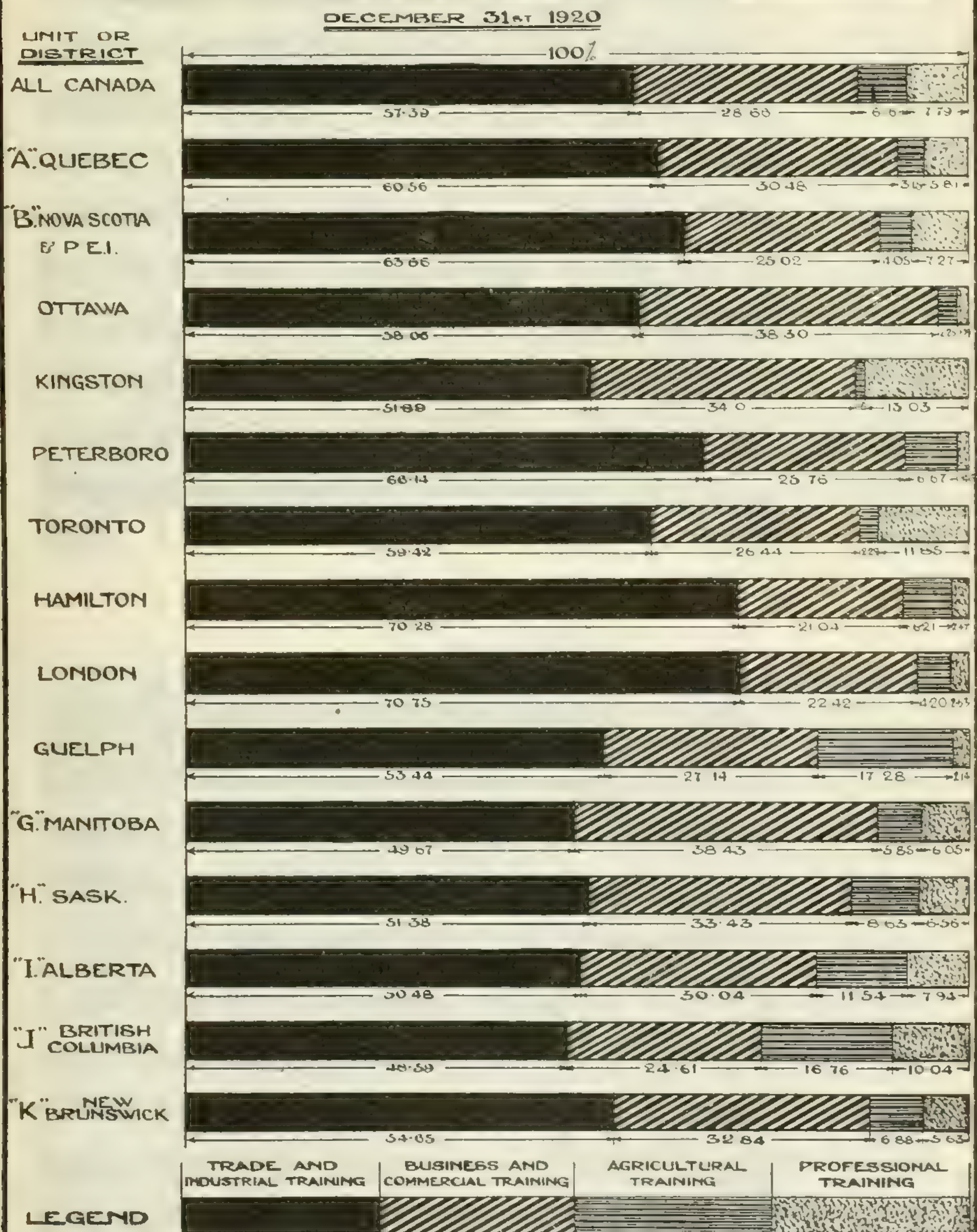
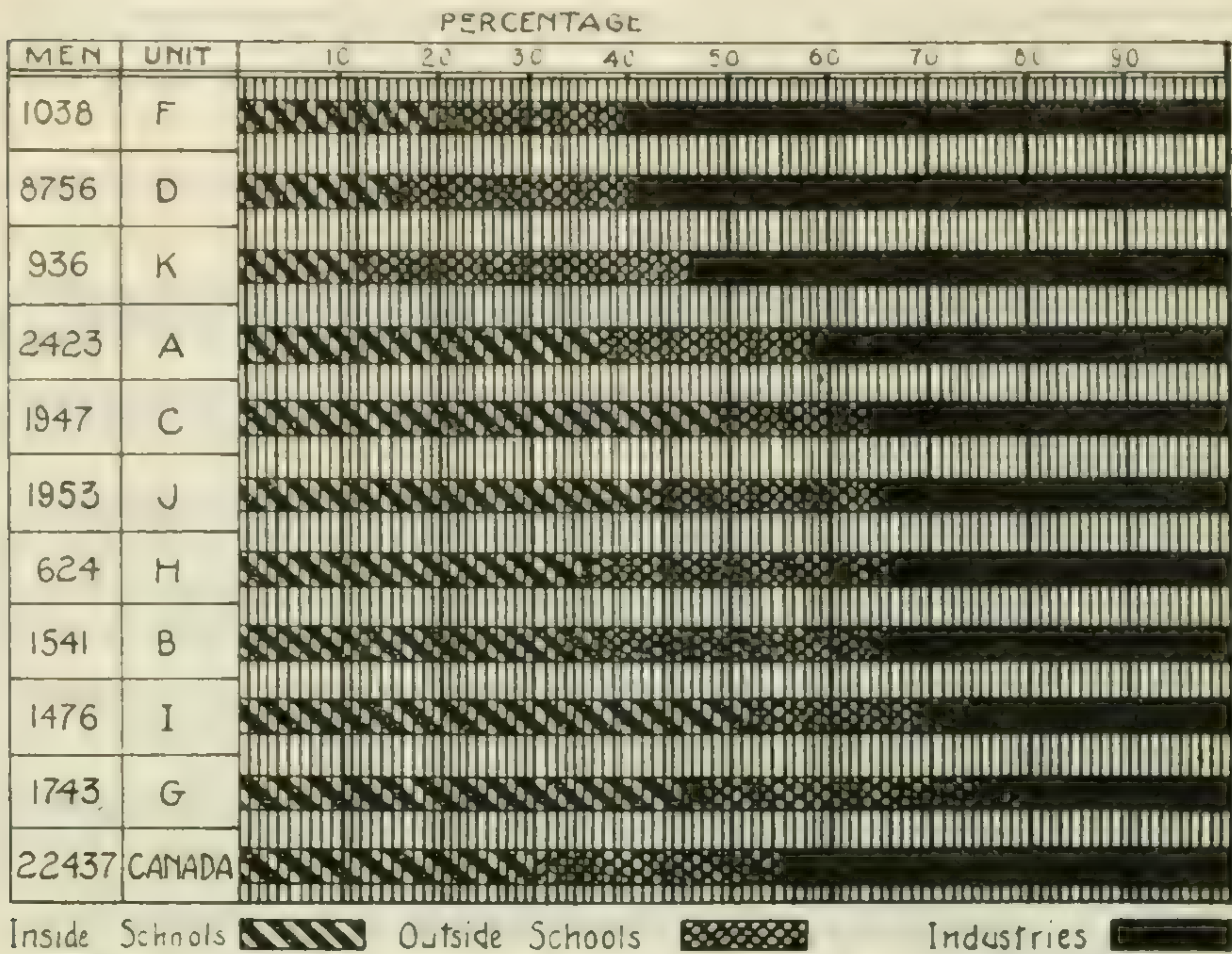


CHART V-147

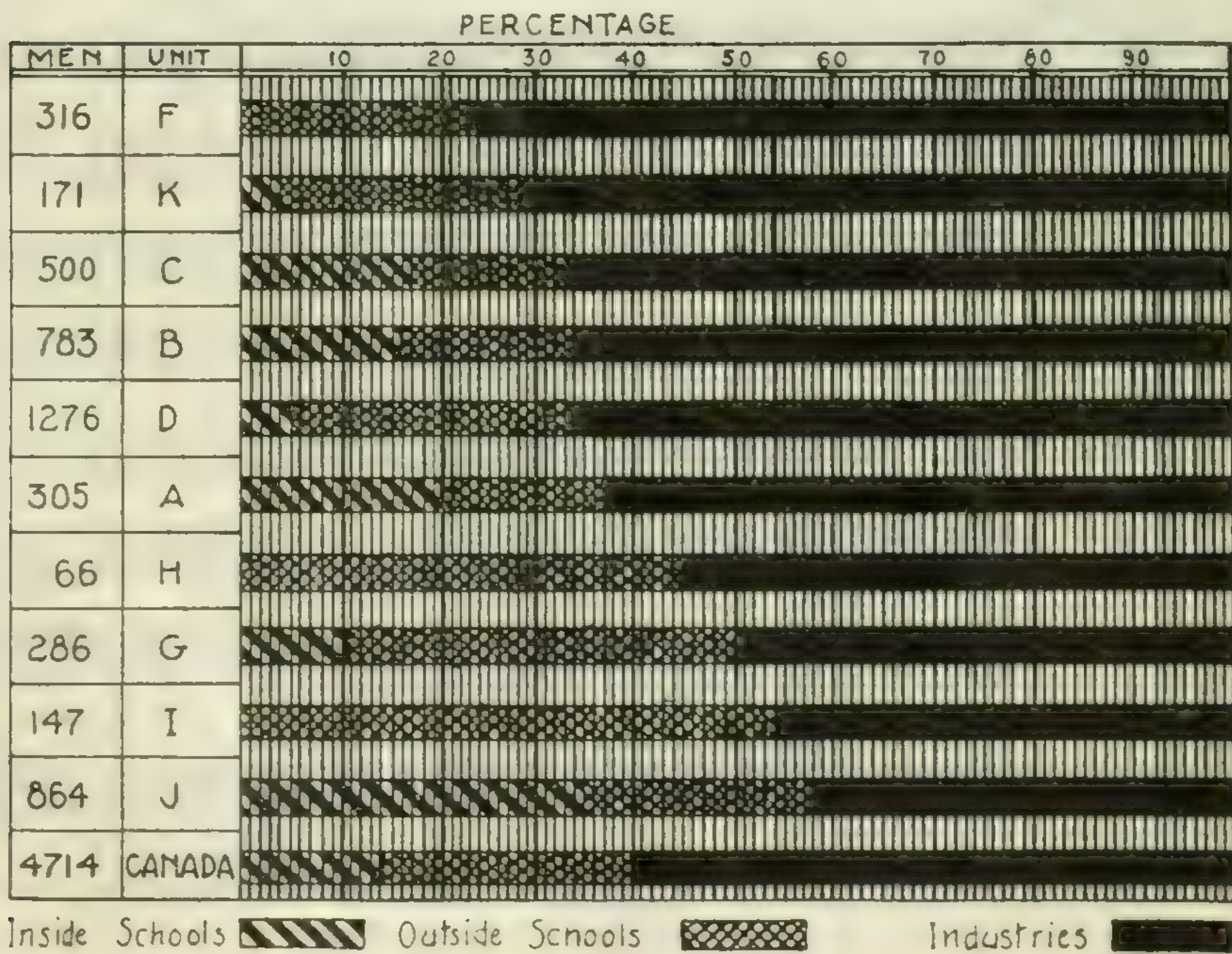


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CURRENT RETRAINING DEC. 31, 1919.



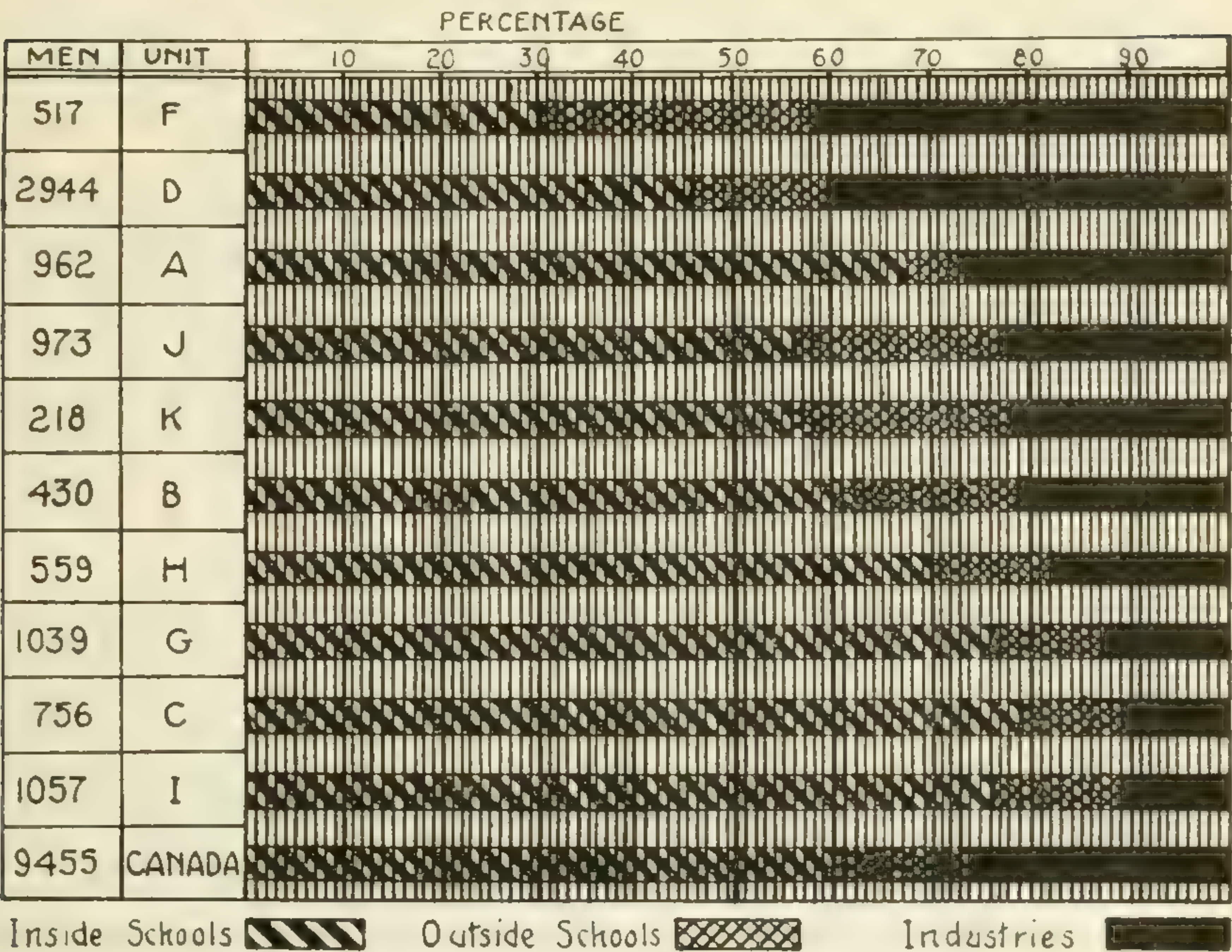
CURRENT RETRAINING DEC. 31, 1920.



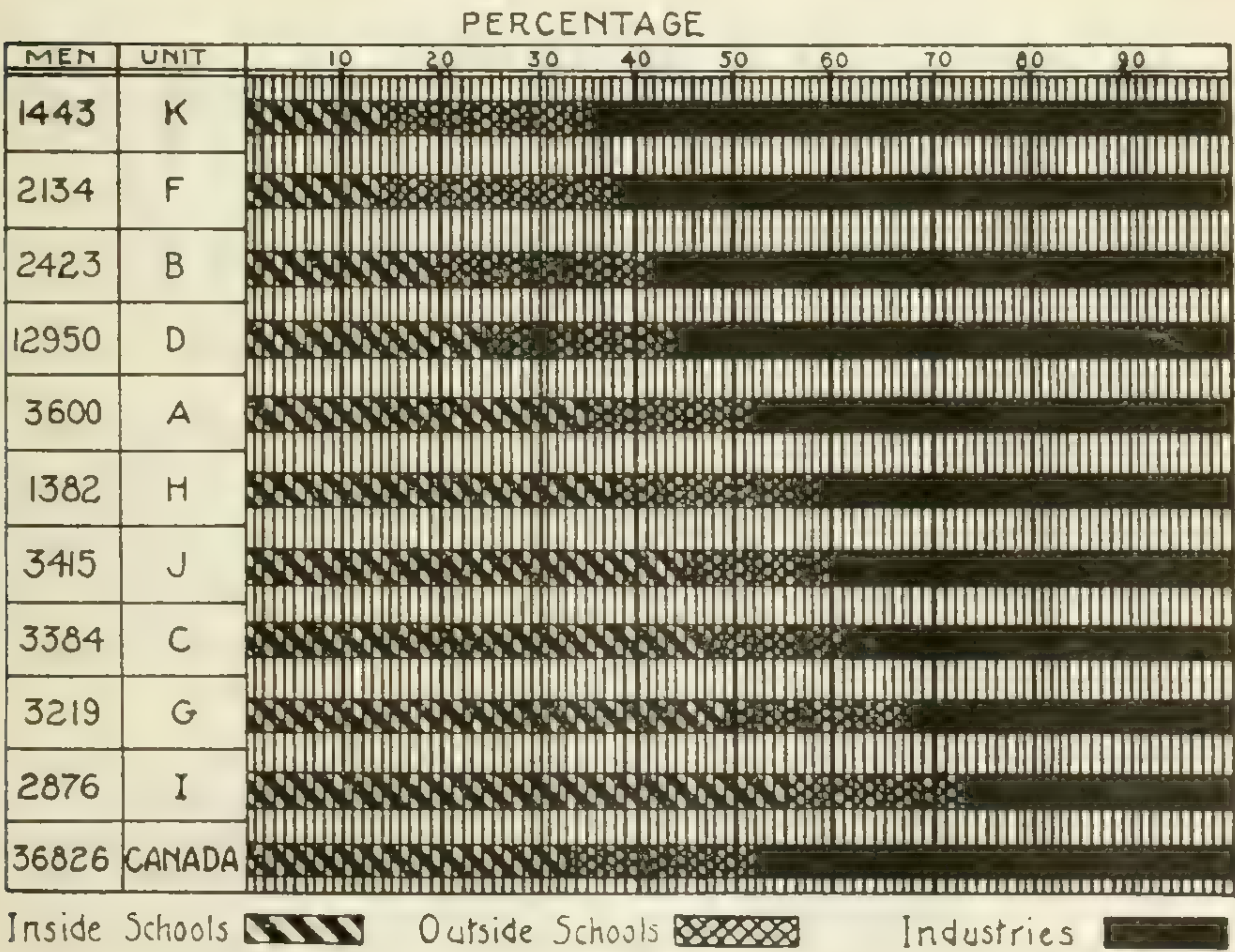


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GRADUATES DEC. 31, 1919.



GRADUATES DEC. 31, 1920.





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## INFORMATION AND SERVICE BRANCH

Prior to the date of the armistice, the majority of the members of the Canadian Expeditionary Force who had returned from overseas were physically unfit. The main provisions it was necessary to make for them were hospitalization, pensions, and vocational training. On the 11th November, 1918, the Government was faced with another problem, that of reabsorbing into civil life the personnel of the Canadian Corps then overseas, which, with the addition of men still in hospitals in France and England, numbered approximately 350,000 men.

### PRELIMINARY MEASURES

On the date of the cessation of hostilities, the Minister of Soldiers' Civil Re-establishment summoned to the capital a prominent manufacturer and one of the leaders of the labour movement in Canada. The first was Mr. L. L. Anthes, Chairman of the Toronto Branch of the Canadian Manufacturers' Association, then serving as a major in the Canadian Engineers. The second Mr. T. A. Stevenson, Secretary-Treasurer of the Toronto Trades and Labour Council, and President of the Typographical Union of Canada. On arrival, they were assigned the task of formulating plans for dealing with the re-establishment of all members of the Canadian Expeditionary Forces, and Allied Forces returning to Canada, for whom other facilities had not been provided. Besides being requested to formulate plans, they were also asked to assume the responsible duty of carrying them out.

### THE CREATION OF THE BRANCH

The nature of the problem which confronted them may be appreciated better when it is realized that until this time the only provisions made for dealing with re-establishment were: (a) the Medical Treatment Branch and Vocational Training Branch of the Department of Soldiers' Civil Re-establishment, which had been established to treat and retrain the comparatively small number of men who had returned from overseas physically unfit to resume their former occupations;

(b) the Soldier Settlement Board, which was considering an extensive land settlement scheme.

There was no co-ordinated system for placing men, whether ex-soldiers or civilians, in touch with employment opportunities, nor for solving the manifold problems that confronted a man on his return to civil life, except through the various Provincial Returned Soldier Commissions, which had done an excellent work in this direction, and other patriotic organizations throughout the country which had been dealing with the situation locally. There was no desire to interfere with the operation of these organizations, but it was felt that to dispose adequately of such a large number of men on their arrival, became a federal responsibility.

While the problems to be solved were many and varied, yet the most important seemed to be to ensure employment for men as soon as possible after their arrival. There were not more than eleven Government employment offices throughout the whole of Canada, and it was foreseen that the only way to prevent congestion in the larger cities, and to reabsorb approximately 350,000 men into a population which numbered at that time less than 8,000,000 was to establish a chain of employment offices from coast to coast. After a careful survey of the situation, and conferences



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with leading men engaged in wrestling with these problems, it was decided to create a new branch of the Department of Soldiers' Civil Re-establishment, which was tentatively termed the Demobilization Branch, but as a truer perspective developed as to its functions, the title was changed to that of "The Information and Service Branch," headquarters being established at 130 Queen street, Ottawa. Of this branch, Mr. L. L. Anthes became the first director, with Mr. T. A. Stevenson as assistant director. This arrangement continued until Mr. Anthes, on account of pressure of private business, and as the back of the work was broken, resigned in the early part of 1920, and was succeeded by Mr. T. A. Stevenson. The functions of the branch were:—

1. To place demobilized men in touch with opportunities for employment.
2. To re-establish the large number of professional and business men who had severed their connections and abandoned their practices on enlistment.
3. To render information and assistance to returned men in their various private and personal troubles.

## QUESTIONNAIRES

In order that the Government agencies in Canada, dealing with the various phases of re-establishment, might have sufficient information on which to base policies, make provision for employment facilities, and be in a position to advise the men as to their future, it was deemed desirable to obtain accurate and up to date information regarding the former occupations of the men still overseas, and also the work in which they desired to engage on their return. Some of them who had severed their business and residential connections on enlistment, desired to settle down in other parts of the country, and many also thought the time opportune for taking up other than their pre-war employment, on their return to civil life. To obtain this information the department selected representatives from officers with organizing ability, still serving in the forces, who furnished a questionnaire to every member of the Canadian corps on the Western Front. The magnitude of this work will be realized when it is appreciated that a part of the Canadian corps was on the Rhine, and a part in Belgium; the Canadian Forestry Corps was scattered all over France from Bordeaux to the Vosges; troops were also constantly moving up and down the lines of communication, and the hospitals and training camps in England and Scotland were crowded with men. Facilities for carrying out this work existed in England, but it was different on the continent. The roads and railways had been blown up by the retreating enemy, and only the actual roads followed by the army on its march into Germany had been even hastily repaired. Thousands of kilometres had to be travelled in the depth of winter, and in the face of many hardships and difficulties. The rapid completion and collection of these questionnaires was only rendered possible by the courtesy of the high command, and the initiative and persistence of the department's representatives. Over 99 per cent of all Canadians serving overseas completed the questionnaires, and such rapid progress was made, that the latter reached the head office of the Information and Service Branch in Ottawa prior to the commencement of general demobilization.

## EMPLOYMENT OFFICES

Under the Employment Offices Co-ordination Act passed at the parliamentary session of 1918, the existing Provincial Government Employment Offices in Canada were merged into one organization and termed the Employment Service of Canada, under the direction of the Department of Labour. In co-operation with the Information and Service Branch a large additional number of offices were opened throughout the country from Prince Edward Island to the Pacific coast. In those offices already established, and those which were opened in the larger cities, representatives of the



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Information and Service Branch were placed, in order to give special attention to the problems of returned men applying for employment, information, or other assistance. The Chief of Staff in these offices was given the title of District Representative.

Even this provision was not considered entirely adequate to deal with the problems to be faced, and a number of additional offices of the Information and Service Branch were opened all over the country, even to Dawson City, in order to act as feeders to the larger offices and to give that immediate and personal service which the Government desired to place at the disposal of the returned men. Such men were termed **Local Representatives**.

These offices eventually formed part of the chain of offices of the Employment Service of Canada, the cost of maintenance being borne by the Federal Department of Labour, the Information and Service Branch, and the various Provincial Departments of Labour interested.

In the smaller places it was felt that many men would seek out their former officers and friends in the army, who returned to established positions in their respective communities, for assistance and advice, and arrangements were made for many so placed to act as representatives of the branch on a part-time basis.

At the peak load of the work the number of offices which the branch operated, or in which it was represented, were:—

Unit service offices.. . . .	16
Regular employment offices.. . . .	105
Part-time offices.. . . .	94

UNIT SERVICE OFFICERS

The country was divided into units, with boundaries roughly corresponding to the military districts, and in each an official, termed **Unit Service Officer**, was placed in charge of the group of offices established there. His functions were to control the employment work in his unit, to deal with complaints, and requests for assistance and advice, either by taking them up with the local Government organizations, business and professional clubs and citizens' committees, or direct with head office at Ottawa.

PROFESSIONAL AND BUSINESS SECTIONS

In each unit special offices were opened to deal with applications for employment and assistance from men who, before enlistment, had been engaged in a professional or business capacity, as it was felt that this class could not be successfully dealt with through the ordinary employment office channels. These offices were later recognized by the Employment Service of Canada as being a necessary link in the chain of Dominion-wide employment offices.

HANDICAP SECTION

The problem of the handicapped man did not present itself to the Information and Service Branch for some time after organization, as the war service gratuity, issued on demobilization, gave men a breathing spell. Provision had been made whereby men who were so disabled by war service as to be unfit to follow their previous avocations, could be given vocational training by the department, but it soon became apparent that there were men who, for various reasons, were handicapped in the open labour market, yet whose disability was not pensionable, or, if pensionable, only to a minor degree. Picked men were therefore detailed to analyse the needs of these handicap cases, and to give special attention to the question of placing them in jobs where a disability would not be considered an insurmountable bar to successful re-establishment.



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## DISPERSAL STATION REPRESENTATIVES

The first occasion on which returned men came into contact with the Information and Service Branch was at the dispersal stations where they were discharged from the army. Here representatives of the branch were stationed. Men who had been overseas for a period up to five years naturally desired information and advice on the measures the Government had taken for their re-establishment, as well as on other matters, which might be considered trivial, but which to the individual were of vital importance. After a man had returned to his home, and picked up the threads of life again, he naturally turned to the nearest office of the Information and Service Branch for assistance or advice. Although he might have a position all ready to go to, yet there were many ways in which some service was required. A recital of the variety of cases dealt with would fill a large volume, but the following list will briefly indicate the range: Employment, outfit, patriotic, clothing, compensation and separation allowances, decorations, deportations, discharge certificates, divorces, lost cheques, exchange, lost baggage, loans, immigration, military estates, missing soldiers and relatives, passports, refund of freight charges, money orders and travelling expenses, remission of sentence to imprisonment, repatriation, war service badges, and gratuities. The total number of such inquiries for information and assistance dealt with exceeded 1,218,472.

The staff in the various offices interviewed all returned men who applied for employment, and assisted them as far as possible in securing the kind of work desired. In many cases men were undecided as to the type of work in which they wished to engage, and the Information and Service Branch representatives were ever ready to give friendly advice and skilled assistance.

## CANVASSING

The employment work did not merely consist of listing positions which were sent to the offices, but an active campaign was waged at all times to find suitable employment for returned men. Canvassers were regularly engaged in calling on employers to obtain notice of positions available, to ascertain the class of help required, and to place the organization at the disposition of the employer. These canvassers were very successful in inducing employers to create vacancies in which to place returned men during the winter of 1919-20, at which time the unemployment situation was particularly acute. Industries staffed largely with foreigners were explored to determine the degree to which returned men could replace this labour, and with the co-operation of the employers concerned, large replacements were effected.

## CLEARANCE

In order to overcome the situation created by having a surplus of employment in one locality, and a surplus of workers in another, a system of inter-office, and later on inter-provincial clearance was instituted. It is worthy of passing note that a large percentage of the clearance work effected was from the larger cities towards the smaller communities.

The total number of positions found was 175,157, and the actual number of men placed was 109,493. The difference between the two figures is explained by the fact that many men were found positions more than one. (See statement 2.)

## FEDERAL EMERGENCY APPROPRIATION

In December, 1919, the Federal Government established a fund for the relief of the ex-members of the forces who were out of work during the winter months of



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1919-20. This fund was styled the Federal Emergency Appropriation. The assistance given under this fund was three-fold:—

- (a) to men who were out of work,
- (b) to men, who having work in other localities were without means of transportation to the place of work, and
- (c) to men, who although working, were not in receipt of sufficient remuneration to support themselves and families.

The actual payment of cash was carried out by the Canadian Patriotic Fund, who furnished the relief on production, by the applicant, of a certificate from the Information and Service Branch stating that no employment was available, or that the other conditions existed, which were necessary to obtain such assistance. During the four months the fund was in existence some 54,583 men obtained assistance. The average length of time that such assistance was granted covered about five weeks, but only six men received assistance for the whole period of eighteen weeks; 190,979 certificates and renewals for all causes were issued.

It is interesting to note the reasons for which certificates were issued. They are as follows:—

<i>Personal reasons—</i>	<i>Per cent</i>
Handicap. . . . .	5.2
Old age. . . . .	4.4
Temporary illness. . . . .	9.4
Occupational diseases. . . . .	3.6
Seasonal occupations. . . . .	12.3
<i>Industrial reasons—</i>	
Men whose training was interrupted by war service. . . . .	12.5
Blind alley occupations. . . . .	9.4
"White collar". . . . .	6.7
Shortage of work. . . . .	13.5
Unskilled, untrained. . . . .	23.0
Total. . . . .	<hr/> 100.0 <hr/>

#### DEMOBILIZATION

In the spring of 1920 the work of the Information and Service Branch showed a marked contraction in volume, and the work of demobilization commenced. By the first of July all representatives from the public employment offices had been withdrawn, and the work assumed by the Employment Service of Canada. The Unit Offices were next wound up, and the head office of the branch closed its doors on November 30, 1920.

#### STATISTICS

The following statistical statements, dealing with various phases of the work of the branch, present a comprehensive survey of the number of men dealt with and results obtained, but do not do more than cover the barest outline of a task, the details of which cannot be compressed into the limited space available for this report:—

1. Employment in General—Showing the number of men registered and placed by provinces.

2. Placements in employment—Showing the number of times men were placed in positions.

3. Statements of Federal Emergency Appropriation—Analysis of certificates and renewal issued by provinces.

4. Flow Chart of Federal Emergency Appropriation certificates and renewals—showing, of the original applications each week, to how many renewals were issued.



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STATISTICS OF THE INFORMATION AND SERVICE BRANCH, DEPARTMENT OF SOLDIERS' CIVIL RE-ESTABLISHMENT  
STATEMENT No. 1—EMPLOYMENT IN GENERAL.

Unit.	Total men registered up to 30 6 20.	Total men placed to 30 6 20.	Men who were placed and who did not receive F.E.A.	No. of men who received under F.E.A.		Both "A" & "B" Certs.	Total men receiving Certificates.
				"A" Certs.	"B" Certs.		
1	2	3	4	5	6	7	8
Prince Edward Island.	973	589	456	265	20	5	280
Nova Scotia...	7,043	3,841	2,862	1,679	654	73	2,260
New Brunswick..	6,965	4,717	4,243	605	169	16	758
Quebec. ....	24,859	14,474	7,851	10,552	1,190	288	11,454
Eastern Ontario..	8,689	5,768	4,099	2,747	627	98	3,276
Central Ontario..	38,576	22,432	16,868	10,832	2,033	649	12,216
Western Ontario..	9,472	8,319	7,645	510	610	114	1,006
New Ontario....	4,393	4,142	3,876	116	213	34	295
Thunder Bay ..	1,973	1,540	1,335	159	89	8	240
Manitoba ..	15,607	9,720	7,723	2,533	1,789	762	3,560
Saskatchewan...	8,158	5,040	3,993	1,588	912	101	2,399
Alberta..	16,086	11,788	9,355	2,817	2,190	217	4,790
British Columbia .	31,364	16,823	11,939	8,979	705	151	9,533
CANADA..	174,158	109,493	81,975	43,382	11,201	2,516	52,067



STATISTICS OF THE INFORMATION AND SERVICE BRANCH, DEPARTMENT OF SOLDIERS' CIVIL RE-ESTABLISHMENT

STATEMENT No. 2—PLACEMENTS IN EMPLOYMENT.

Unit.	Number of men who were placed.										Total No. of men placed.	Total Positions Found.	Total Inquiries Exclusive of Employment.
	Once.	Twice.	Three Times.	Four Times.	Five Times.	Six Times.	Seven Times.	Eight Times.	Nine Times.	Ten or more times.			
1	2	3	4	5	6	7	8	9	10	11	12	13	14
Prince Edward Island..	426	102	30	20	9	2	0	0	0	0	589	843	10,236
Nova Scotia...	3,030	593	155	37	14	7	3	1	1	0	3,841	4,907	23,488
New Brunswick...	3,456	811	272	115	33	15	8	4	2	1	4,717	6,628	28,966
Quebec.....	9,129	2,757	1,414	534	291	154	79	50	24	42	14,474	24,639	102,407
Eastern Ontario..	4,041	949	366	161	88	45	16	10	3	2	5,768	8,507	119,990
Central Ontario...	15,704	3,962	1,464	664	306	143	90	33	33	33	22,432	34,092	228,758
Western Ontario...	5,597	1,485	631	314	134	79	44	10	9	16	8,319	13,298	61,110
New Ontario...	3,039	666	241	106	47	25	4	9	4	1	4,142	5,962	17,346
Thunder Bay.....	949	354	117	57	29	16	10	4	2	2	1,540	2,578	14,143
Manitoba.....	6,528	1,692	691	339	72	100	57	33	21	38	9,720	15,520	237,591
Saskatchewan.....	3,660	875	297	119	38	22	13	7	6	3	5,040	7,225	63,456
Alberta.....	5,709	4,797	727	773	186	96	43	31	18	10	11,788	22,570	17,500
British Columbia...	10,888	3,193	1,296	657	337	194	83	64	48	63	16,823	28,358	203,391
CANADA.....	72,156	22,236	7,701	3,896	1,584	898	450	256	171	231	109,493	175,157	1,218,472
Percentage of total men placed	65.9	20.3	7.0	3.5	1.4	0.82	0.41	0.23	0.15	0.21	100	159.9	



STATEMENT No. 3—STATEMENT OF FEDERAL EMERGENCY APPROPRIATION.

Unit.	"A" Unemp. Cert. Issued.	Renewals to Same.	Total "A" Cert. and Rens.	"B" Certificates Issued.			Total "B" Cert. and Rens.	Renewals "B" Cert.	Total "B" Cert. and Rens.	Grand Total A and B Cert. and Rens.	Average No. of weeks each man received Unemploy- ment Certificates.
				Clause 1 "Insufficient Remunera- tion."	Clause 2 Transpor- tation.	Both Clauses.					
1	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.
Prince Edward Island..	265	1,223	1,488	13	7	0	20	65	84	1,573	6.6
Nova Scotia.....	1,679	6,927	8,606	509	155	10	654	696	1,350	9,956	6.1
New Brunswick.....	605	1,451	2,056	128	43	2	169	621	790	2,846	4.4
Quebec.....	10,552	21,344	31,896	987	204	1	1,190	1,917	3,107	35,003	4.0
Eastern Ontario.....	2,747	7,791	10,538	394	265	32	627	1,300	1,927	12,465	4.8
Central Ontario.....	10,832	29,562	40,394	1,756	456	179	2,033	1,850	3,883	44,277	4.7
Western Ontario.....	510	429	939	575	47	12	610	70	680	1,619	2.8
New Ontario.....	116	111	227	96	120	3	213	101	314	541	2.9
Thunder Bay.....	159	502	661	36	54	0	89	149	238	899	5.1
Manitoba.....	2,533	6,762	9,295	240	1,557	8	1,789	1,372	3,161	12,456	4.6
Saskatchewan.....	1,588	5,396	6,984	724	196	8	912	1,245	2,157	9,141	5.4
Alberta.....	2,817	11,307	14,124	1,997	521	328	2,190	1,181	3,371	17,495	6.0
British Columbia and Yukon.....	8,979	32,048	41,027	538	193	26	705	976	1,681	42,708	5.6
CANADA.....	43,382	124,853	168,235	7,993	3,817	609	11,201	11,543	22,744	190,979	4.5

NOTE:—"A" Certificate indicated employment.

"B" Certificate indicated (a) Insufficient remuneration and (b) Need for transportation



STATISTICS OF THE INFORMATION AND SERVICE BRANCH, DEPARTMENT OF SOLDIERS' CIVIL RE-ESTABLISHMENT  
STATEMENT No. 4 FLOW CHART OF FEDERAL EMERGENCY APPROPRIATION CERTIFICATES AND RENEWALS

Series Starting	1st week A1	2nd week A	3rd week B	4th week C	5th week D	6th week A2	7th week B2	8th week C2	9th week D2	10th week A3	11th week B3	12th week C3	13th week D3	14th week A4	15th week B4	16th week C4	17th week D4	18th week A5
Dec. 27-19.	4,641	1,764	1,681	955	900	421	100	81	75	57	42	37	33	19	12	8	6	6
Jan. 3-20.	6,666	3,351	2,088	1,537	1,407	1,107	1,039	921	823	477	446	223	190	129	105	68	56	
Jan. 10-20.	7,480	3,595	2,894	2,001	1,751	1,391	1,066	933	779	512	448	318	270	222	155	108		
Jan. 17-20.	5,346	4,102	3,181	2,160	1,871	1,647	1,344	988	859	634	533	292	184	123	71			
Jan. 24-20.	3,372	3,416	2,553	1,901	1,674	1,319	1,084	931	816	635	424	329	235	135				
Jan. 31-20.	2,403	2,603	2,225	1,844	1,609	1,118	1,013	814	682	493	454	320	206					
Feb. 7-20.	2,469	1,828	1,670	1,517	1,238	1,043	890	768	639	460	323	203						
Feb. 14-20.	1,726	1,485	1,247	1,112	939	789	685	491	424	258	107							
Feb. 21-20.	1,623	1,339	1,141	937	843	664	557	428	271	122								
Feb. 28-20.	1,489	1,100	952	793	685	476	174	255	107									
Mar. 6-20.	1,466	924	772	648	486	397	244	113										
Mar. 13-20.	1,187	883	751	508	444	259	123											
Mar. 20-20.	912	743	557	445	268	132												
Mar. 27-20.	941	458	439	372	130													
Apr. 3-20.	693	486	386	153														
Apr. 10-20.	538	237	115															
Apr. 17-20.	291	101																
Apr. 24-20.	109																	
Totals	43,382	28,415	22,652	17,173	14,245	10,762	8,949	6,723	5,473	3,648	2,777	1,722	1,118	628	346	184	62	6

Note: The above indicates that of the 4,641 men applying in the first week only six remained in the final week the fund was open



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## GENERAL ADMINISTRATION

In order to co-ordinate the work of the various service branches of the department, both at head office and in the units, it was decided to create an Administration Branch of the department, under a Director of Administration, responsible to the deputy minister, for the following services: purchasing, sales, equipment, stores, general transportation, mechanical transport, accommodation, industries, laundries, farms, unit central registries, personal services, records.

This reorganization was put into effect at head office in June, 1920, and was carried out in the units in September, 1920.

## ORGANIZATION OF THE ADMINISTRATION BRANCH

At Ottawa the Administration Branch under the Director of Administration is divided into five divisions, as follows:—

- (1) Purchasing and Sales Division.
- (2) Stores and Equipment Division.
- (3) Pay and Personal Services Division.
- (4) Accommodation Division.
- (5) General Division.

(1) *The Purchasing and Sales Division* is responsible for all departmental purchases. This includes medical, vocational, orthopædic, dental, engineering, and general office equipment and supplies. During the year 1920 purchases amounted to an expenditure of approximately four and a half million dollars. This division is also responsible for the sale of all surplus equipment and stores. During the year approximately \$250,000 worth of surplus stores and equipment was disposed of throughout the country at 68 per cent of cost price, nearly all of which had been in use by the department for a considerable length of time.

(2) *The Stores and Equipment Division* is responsible for all departmental stores, both as regards the supplies purchased and those issued; for maintaining a proper inventory of all departmental equipment and the distribution of same so that no new purchases of equipment are made when, by transfer from one district to another, this can be avoided; for boarding, appraisal, and storage of all departmental equipment and supplies, surplus or worn out, until disposal.

(3) *The Pay and Personal Services Division* is responsible for the awarding of pay and allowances for all men receiving treatment and for their dependents and for the keeping of proper records and documentation of same; proper burial of men who die while on the strength of the department and notification of next of kin; obtaining and forwarding information in answer to inquiries from former members of the forces.

(4) *The Accommodation Division* is responsible for all accommodation in use by the department; the checking of accounts for rentals; maintenance and repair of buildings and equipment; fuel supply and fire protection.

While this division has been placed, by the reorganization, under the Director of Administration, it was considered advisable that the Engineering Branch should continue to handle this work until the end of the present fiscal year.

(5) *The General Division* is responsible for the control of all transportation used, railway and automobile, and for the industries, farms, and laundries operated by the department.



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## UNIT ORGANIZATION

The organization in the units is similar to that at head office with five divisions corresponding to the above, under the direction of the Unit Director of Administration, who is responsible to the Director of Administration at head office for these services.

In addition the Unit Director of Administration is responsible for the direction in the unit of the following:—

Accounts Division—to the Supervisor of Expenditures.

Limb Fitting Depots—to the Director of Orthopædic and Surgical Appliances.

Business Administration of Pension Board—to the Board of Pension Commissioners.

Returned Soldiers' Insurance—to the Commissioners for Returned Soldiers' Insurance.

## PURCHASING AND SALES DIVISION

## PURCHASING SECTION

The Purchasing and Sales Division of the Department at Ottawa is under the control of the Chief Purchasing Agent, whose duty it is to purchase, for all branches of the department, supplies and equipment required, to secure invoices covering such purchases, check same and if correct pass them to the accountant for payment.

Purchases are made only on requisitions, which have been approved by either the head of the branch for which the goods are required or by the Unit Director of Administration. No purchase is made until requisition has been passed to Stores and Equipment Division and certification obtained that goods requisitioned for cannot be supplied from stores.

Tenders are called for from manufacturers and wholesalers, and are submitted by them in sealed envelopes, showing on the outside the number of quotation request and the date it is due to be opened. Such envelopes remain sealed until noon of the day shown thereon, when they are opened, tenders stamped and initialled, and prices scheduled in the office of the purchasing agent, in the presence of a representative of the Purchasing Commission of Canada.

The methods and routine followed are those approved by the Purchasing Commission of Canada, with whom the chief purchasing agent is in close touch.

Purchases in units are handled by a purchasing clerk, under the supervision of the Unit Director of Administration, who is authorized to place orders locally, up to the value of \$50. Copies of all such orders are mailed as issued, to the chief purchasing agent, Ottawa, for audit. When requisitions are received in the units for material, the value of which is more than \$50 but under \$500, tenders are first obtained by the purchasing clerk from local manufacturers and merchants and the requisition is then forwarded with all such tenders to the chief purchasing agent, who either approves the requisition for local purchase or proceeds to obtain additional tenders, as the circumstances may warrant. Requisitions received in the unit offices for supplies, the value of which exceed \$500, are forwarded direct to the chief purchasing agent, Ottawa, for action in accordance with the requirements of the Purchasing Commission of Canada.

By this system, not only can quick and efficient service be given to all branches of the department, but all purchases exceeding the sum of \$50 are specially dealt with under the personal supervision of the chief purchasing agent and the Purchasing Commission of Canada. The chief purchasing agent is kept continually informed of all purchases made for the department throughout the Dominion, for smaller sums



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than this. This control not only ensures purchases being made to the greatest advantage, but enables the chief purchasing agent to secure a uniformity of supplies at all points, which would otherwise not be possible. Furthermore, it has made possible the standardization of the greater part of equipment, which in this way can be purchased for many points at the same time and, consequently, in large quantities, resulting in the procuring of same at the lowest possible cost.

The accounting and checking system employed are such that advantage can be taken of cash discounts offered and the saving effected in this direction alone, is very considerable. The cash discounts referred to, are in addition to the trade discounts which the department secures.

The total purchases for the year, which include equipment, stores, fuel and food supplies, amount to approximately \$4,430,919.77.

## SALES SECTION

This section has been organized during this year to take care of the disposal of the department's surplus equipment and supplies, and consists of sales officers in each unit and at head office, who work under the direction of the chief purchasing agent, Ottawa. Sales requisitions, listing all surplus supplies and equipment in units, and including cost and appraisal prices, are passed by the Equipment and Stores Division to the chief purchasing agent, who, after obtaining approval of the minister, proceeds to dispose of the articles as follows:—

Requisitions covering material, the cost price of which does not exceed \$50, are passed back to the units for local sale. Requisitions covering material of greater value are dealt with under the personal supervision of the chief purchasing agent, in conjunction with and with the approval of the Purchasing Commission of Canada.

While this sales organization has only been in active operation for less than five months, approximately \$250,000 worth of surplus equipment and supplies have been disposed of, and although almost all of this material had been in use by the department for a considerable time, the price obtained for it was \$170,000, or more than two-thirds of the cost. In addition, approximately \$125,000 worth of surplus equipment has been transferred to other Government departments, in accordance with the provisions of P.C. 3017.\*

## STORES AND EQUIPMENT DIVISION

The Stores and Equipment Division was reorganized in September, 1920, for the purpose of co-ordinating the work and centralizing the control of all supplies and equipment belonging to the department. Prior to this reorganization, the control was distributed as follows:—

- (a) An Equipment and Supplies Branch, with a superintendent in charge, responsible to the deputy minister, for all departmental equipment, other than vocational and orthopaedic, and for the general stores of the department.
- (b) The Assistant Directors in the various units were responsible to the Superintendent of Equipment and Supplies for the control of all equipment and stores in their respective units.
- (c) The vocational equipment and stores were under the control of the Director of Vocational Training, and the District Vocational Officers in the various Units were responsible for all vocational equipment and stores in their respective units.

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\* See Appendix IX page 159.



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- (d) There were also three main supply stores in Canada, under the control of the chief purchasing agent, Ottawa, one in the East, another in the West, and the third in Ontario. To these stores were sent all goods purchased in bulk, for distribution as required.
- (e) There were also an Eastern, Western and Central Medical and Dental Stores, administered by the Director of Medical Services. The Orthopædic and Surgical Appliances Branch with a main store at Toronto, and local stores in each Unit, under the control of the Director of the Orthopædic and Surgical Appliances Branch.

The following changes in connection with the handling and control of departmental equipment and stores have taken place since the reorganization was made:—

- (a) All departmental equipment is now controlled by the Equipment and Stores Division, and a period inventory has been taken and is maintained at head office. The Eastern, Western and Central Stores have been distributed and closed.
- (b) The Vocational and General Stores have been amalgamated under the control of the Unit Director of Administration.
- (c) The Eastern, Western and Central Medical Stores, being of a highly technical nature, are still controlled by the Director of Medical Services, but returns are forwarded to the Stores and Equipment Division at Head Office.
- (d) The Orthopædic and Surgical Appliances Branch main stores is still under the control of the Director of Orthopædic and Surgical Appliances Branch, as it is attached to, and forms part of the orthopædic factory.
- (e) Returns covering stores, are made to the Stores and Equipment Division at head office.
- (f) The orthopædic stores in the units come under the control of the Unit Director of Administration.

In this manner control of all stores and equipment belonging to the department, is now centered in one division, under the Director of Administration.

The Stores and Equipment Division is also responsible for the proper listing on disposal ledgers, of all equipment and supplies that are declared surplus to requirements.

Before surplus supplies are passed to the Sales Division for disposal, a board is held and an appraisal made of the value of the equipment, as a guidance to the sales officer, in disposing of same.

During the last few months a complete inventory has been made of all equipment and supplies belonging to the department, necessitating the retention of a larger staff, for a longer period, than would otherwise have been required.

The total value of equipment on charge to the department as at December 31, was \$2,654,558.86.

The total value of stores on hand as at December 31, was \$1,400,222.52.

## PAY AND PERSONAL SERVICES DIVISION

The Pay and Personal Services Division was formerly known as the Chief Inspector's Branch, but this latter title disappeared upon the reorganization which became effective August 31, 1920.

The functions formerly performed by the Chief Inspector's Branch were, in a measure, carried on by the Pay and Personal Service Division.

All records and documentation of patients receiving treatment by the department are maintained; the awarding of pay and allowances for general treatment as well as



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for the insane ex-members of the forces and their dependents (this not only includes Canadians, but ex-members of the forces from within the Empire and the Allied countries with whom reciprocal arrangements have been made); clothing for patients; payment of war service gratuity for men on the strength of the Department of Soldiers' Civil Re-establishment; discipline in institutions; proper notification of next of kin in the case of death of patient and the proper burial and records of deceased patients; transportation, passenger and freight, repatriation of Australians and Chaplain Services covered the activities of the Chief Inspector's Branch.

## CHANGES DUE TO REORGANIZATION

With the new organization whereby the medical services became responsible entirely for institutions, personnel and patients therein, all questions relating to discipline were taken over by the Treatment Branch under the same regulations promulgated by the Chief Inspector's Branch.

With the creation of the General Division all questions in relation to transportation ceased to become a personal service, and were taken over by the General Division.

## CLOTHING

The free issue of clothing to patients on the strength of the department authorized under Order in Council P.C. 2325, dated November 21, 1919, ceased upon the passing of Order in Council P.C. 1549\* and in lieu of free issue of clothing each patient was granted, as from July 1, a cash allowance at the rate of \$7 per month. Clothing still in stores was available to patients on the repayment plan as long as the supplies lasted.

## WAR SERVICE GRATUITY

During the year 674 applications for the payment of war service gratuity in a lump sum were considered by the committee in charge of this work. These were approved and paid. During the year war service gratuity accounts other than the above were completed to the number of 1,148.

## EX-IMPERIALS

The year 1920 has seen a large increase in the number of ex-members of the Imperial forces applying for treatment and it became necessary to create machinery to deal with this class of patient. Conferences were held by the Chief Inspector with the Officer Paying Imperial Pensions and other officials of this department and a policy was drawn up governing treatment and the issue of pay and allowances to ex-members of the forces. Ex-Imperials were divided into two classes:—

(a) Those with a pre-war domicile in Canada or the United States of America.

(b) Those who have come to Canada or the United States since August 4, 1914.

The former are paid at the same rates as ex-members of the Canadian Expeditionary force by this department. Class (b) formerly paid by the Department of Soldiers' Civil Re-establishment have since June 1, 1920, been paid by the Board of Pension Commissioners for Canada, Imperial Section.

Certain difficulties in connection with the pay and allowances of ex-officers of the Imperial forces have recently been cleared up through correspondence between the Ministry of Pensions, England, and the Secretary, Board of Pension Commissioners Imperial Section, and a clear policy has now been established.

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\* See Appendix III, page 152.



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## INCREASE IN PAY AND ALLOWANCES

The rate of pay and allowances to ex-members in receipt of general treatment and their dependents was increased (by Order in Council 2139, effective September 1, 1920) † so that the allowances now paid are approximate to a total disability pension.

The allowances to the wife or to the dependent mother of an insane ex-member of the forces were increased by 25 per cent. This applied only to those living in Canada.

The rates for the dependent children of an insane man were increased in the case of the second child from \$10 to \$12 per month, while the third and each subsequent child was increased from \$8 to \$10 per month. The increases for children are applicable without regard to place of residence.

## TRANSFERS TO BRITISH ISLES

Arrangements have been made by the department for the transfer of insane cases to British institutions where the immediate relatives of the patient are living in the British isles and making such request.

## DEATHS, FUNERALS, PERSONAL EFFECTS

In the case of the death of a patient on the strength of the department, notification is immediately sent by telegram to the next of kin, if in Canada, by the Unit Director of Administration; if in the British isles notification is sent by the Chief of Pay and Personal Services Division. In the matter of funerals the department conforms as far as possible to the wishes of relatives, and burials are carried out in a befitting manner. Letters of condolence go forward to the next of kin in all cases. The personal effects of deceased patients are taken care of by the Unit Director of Administration, until advised by the Director of Records, Department of Militia and Defence, as to their disposal.

## REPATRIATION OF AUSTRALIANS

During the year officials of the department have acted as agents for the Ministry of Repatriation in Australia and arrangements for the transportation of Australians who served in the Canadian Expeditionary Force and their dependents who desired to return to Australia were carried out.

## CHAPLAIN SERVICES

Owing to the gradual demobilization of the Chaplain Services of the Department of Militia and Defence, it became necessary for the Department of Soldiers' Civil Re-establishment to make provision for carrying on religious work in hospitals, visitation of the sick in their homes, entertainment of men undergoing treatment, and for rendering personal service wherever possible to the returned man and his dependents. The department employs 15 full-time chaplains and 15 part-time chaplains for this purpose.

## ASSISTANCE FOR RETURN TO RELATIVES—IN SPECIAL CASES

The Parliamentary Committee at the last session recommended that any cases coming to the notice of the Department of Soldiers' Civil Re-establishment covered

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† See Appendix I, page 134.



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by the following suggestions should be referred in each instance to the Governor General in Council with a special recommendation:—

1. That in the case of a tuberculous patient transferred from one locality to another for treatment, his wife, family and household effects be also transferred at the public expense.

2. That if in the case of a man who emigrated to Canada it is considered desirable for medical reasons that he be transferred to the custody and care of friends outside of Canada, the necessary transportation be provided at the expense of the public.

3. That where an ex-member of the forces has died owing to war disability, leaving a wife or children, and it is considered desirable that the family should be assisted to proceed to the original home of the wife, she or they be transferred at the expense of the public.

A limited number of persons have benefited under this recommendation, separate Orders in Council having been passed in each case.

## EXTRACTS AND PRÉCIS OF MEDICAL DOCUMENTS

Considerable difficulty was experienced in securing medical information relative to the service and discharge of ex-members of the forces and it became necessary to maintain a staff in order to fulfil requests for medical information received from the Unit Directors of Administration, Medical Directors and District Vocational officers. During the year requests for medical documents have been filled as below:—

January.. . . .	2,759
February.. . . .	2,319
March.. . . .	2,234
April.. . . .	1,803
May.. . . .	1,275
June.. . . .	1,041
July.. . . .	758
August.. . . .	756
September.. . . .	685
October.. . . .	667
November.. . . .	789
December.. . . .	812
Total.. . . .	15,898

During the same period Précis of Medical Documents, compiled by the Board of Pension Commissioners, were forwarded to this office and indexed and filed according to the schedule given below:—

January.. . . .	8,238
February.. . . .	3,504
March.. . . .	3,360
April.. . . .	3,145
May.. . . .	2,661
June.. . . .	1,480
July.. . . .	1,138
August.. . . .	872
September.. . . .	666
October.. . . .	856
November.. . . .	768
December.. . . .	895
Total.. . . .	27,583

This division operates a head office section which is responsible for the pay and allowances of ex-Canadians and ex-Imperials receiving treatment in United States Public Health Service hospitals through the Bureau of War Risk Insurance. The accounting formerly done in this division has been transferred to the control of the Supervisor of Expenditures.



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HEAD OFFICE PERSONNEL AND SALARIES PAID

The number of personnel employed by the Chief Inspector's Branch as at December 31, 1919, was 62, with a total monthly salary of \$4,912.57. On December 31, 1920, the number is 32, and the cost per month \$2,730.

THE FOLLOWING TABLE SHOWS THE ADMISSIONS, DISCHARGES, DEATHS AND TOTAL PATIENT STRENGTH MONTHLY

Number on strength December 31, 1919 7,777

	Admissions	Discharges	Deaths	Strength
January . . . . .	3,510	2,878	142	8,297
February . . . . .	2,719	2,364	99	8,553
March . . . . .	2,455	2,955	108	7,945
April . . . . .	1,919	2,422	77	7,365
May . . . . .	2,383	2,754	104	6,890
June . . . . .	1,681	1,856	81	6,634
July . . . . .	1,674	2,030	78	6,200
August . . . . .	1,151	1,424	60	5,867
September . . . . .	1,150	1,199	54	5,769
October . . . . .	1,525	1,490	77	5,727
November . . . . .	1,804	1,342	58	6,131
December . . . . .	1,620	1,247	73	6,431
Total . . . . .	23,591	23,956	981	

THE FOLLOWING TABLE SHOWS THE ADMISSIONS, DISCHARGES, DEATHS AND PATIENT STENGTH MONTHLY OF INSANE

	Admissions	Discharges	Deaths	Strength
January . . . . .	14	38	6	901
February . . . . .	45	16	1	930
March . . . . .	25	29	2	924
April . . . . .	22	20	4	922
May . . . . .	54	33	3	940
June . . . . .	19	25	8	926
July . . . . .	29	38	2	915
August . . . . .	24	10	3	926
September . . . . .	15	20	3	918
October . . . . .	24	27	9	906
November . . . . .	10	12	2	902
December . . . . .	10	19	.	893
Total . . . . .	294	286	43	

These figures are included in the table above.

GENERAL TREATMENT IN UNITED STATES

Strength January 31, 1920 79.

	Admissions	Discharges	Deaths	Strength
February . . . . .	14	7	3	82
March . . . . .	65	18	4	126
April . . . . .	44	22	4	144
May . . . . .	18	13	5	144
June . . . . .	28	39	4	129
July . . . . .	41	34	4	132
August . . . . .	35	28	..	139
September . . . . .	40	30	2	147
October . . . . .	23	21	3	146
November . . . . .	58	47	..	157
December . . . . .	85	84	5	153
Total . . . . .	451	343	34	

Insane patients on strength included in above totals, 28.



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## GENERAL TREATMENT IN BRITISH ISLES

Number on strength October 31, 1920—315.

	Admissions	Discharges	Deaths	Strength
November.. . . . .	58	53	2	318
December.. . . . .	46	46	..	318

Insane patients included in above totals, 16.

## TOTAL ON STRENGTH DECEMBER 31, 1920

On strength in Canada.. . . . .	5,960
On strength in United States.. . . . .	158
On strength in British Isles.. . . . .	318
Total.. . . . .	6,431

## CUMULATIVE TOTALS

TOTAL NUMBER OF CLINICAL TREATMENTS TO DATE—573,199

TOTAL NUMBER OF PATIENTS TREATED TO DATE—109,145

Total insane treated to date.. . . . .	1,505*
Total tuberculosis treated to date.. . . . .	9,782
Total incurable treated to date.. . . . .	164
Total vocational students treated to date.. . . . .	3,941
Total officers treated to date.. . . . .	2,298
Total nursing sisters treated to date.. . . . .	273

TOTAL STRENGTH IN CANADA DECEMBER 31, 1920—5,960

Ex-Canadians.. . . . .	5,752
Ex-Imperials.. . . . .	191
Ex-Newfoundlanders.. . . . .	11
Ex-French.. . . . .	1
Ex-Belgians.. . . . .	1
Ex-Australians.. . . . .	1
Ex-Americans.. . . . .	3
	5,960

## GENERAL DIVISION

The General Division came into being on the 31st of August, 1920, the following specific duties being allocated to the Division at that time: transportation, industries, farms, laundries.

The division is divided into three sections under which the principal work of the branch is done.

## GENERAL TRANSPORTATION

This section, which has been in operation under the Chief Inspector's Branch, was taken over on the 31st of August, 1920. The following is a summary of the work done for the year by the Transportation Section.

From December, 1919, to December, 1920, 71,050 transportation warrants were issued. Bills presented with original copies of transportation warrants attached were paid to the railroad and steamship companies and involved an expenditure of

\* Exclusive of those treated by the Military Hospitals Commission.



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\$531,745.57. On each warrant the mileage and extensions, etc., were audited in this office before being paid. The distribution was as follows:—

Canadian National Railway.. . . .	\$171,845 30
Canadian Pacific Railway.. . . .	316,771 29
Sundry railways.. . . .	43,128 98
Total.. . . .	<u>\$531,745 57</u>

## DISTRIBUTION OF EXPENDITURE FOR TRANSPORTATION

The expenditure of all units for transportation from December, 1919, to December, 1920, was distributed as follows:—

A Unit.. . . .	\$ 46,566 58
B Unit.. . . .	56,394 08
C Unit.. . . .	38,149 59
D Unit.. . . .	81,204 24
F Unit.. . . .	29,431 69
G Unit.. . . .	39,026 98
H Unit.. . . .	36,953 49
I Unit.. . . .	50,990 64
J Unit.. . . .	75,508 69
K Unit.. . . .	28,532 35
L Unit.. . . .	835 70
H.O.. . . .	47,023 69
Bills receivable.. . . .	1,127 90
Total.. . . .	<u>\$531,745 57</u>

## UNUSED TICKETS

Unused tickets amounting to \$4,551.37 were returned to this office. These were submitted to the railroad companies for refund, and after cheque was received, were recredited to the Unit that forwarded same.

## AMOUNTS RECOVERED FROM ALLIED GOVERNMENTS

The undermentioned amounts are charges incurred for transportation of soldiers of various Allied Governments. These charges are now recovered or are being collected from the following:—

Imperial Government.. . . .	\$3,590 07
Newfoundland Government.. . . .	336 53
Australian Government.. . . .	1,913 11
U. S. A. Government.. . . .	136 49
Militia and Defence.. . . .	17 95
Total.. . . .	<u>\$5,994 15</u>

## OVERCHARGE ON TRANSPORTATION WARRANTS

Several accounts were forwarded to this office for collection with an overcharge, either in mileage or extension. These were returned to the railroad company and deductions made in this way amounted to approximately \$500.

## MISSUSED TRANSPORTATION

The amount of \$607.98 was collected and credited to different warrants which had been changed to various points in Canada.

## OUTSTANDING ACCOUNTS

There are still out-standing approximately 20,000 transportation warrants that were issued in the past year. Bills covering charges on these have not, as yet, been presented by the railroad companies for payment. A large percentage of these warrants are for transportation over the Canadian National Railway.



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## FREIGHT WARRANTS

The total charges on freight warrants, (Form 271) paid during the past year were of \$113,119.79, as per the following distribution:—

Canadian National Railway.. . . .	\$24,767 02
Canadian Pacific Railway.. . . .	43,257 20
Canadian Express.. . . .	2,542 34
Dominion Express.. . . .	27,556 33
Canadian National Express.. . . .	11,582 45
Sundries.. . . .	3,414 45
Total.. . . .	<u>\$113,119 79</u>

Each item on these freight warrants was classified and rates checked according to the official freight and express tariff. From December, 1919, to December, 1920, 8,600 freight warrants were issued.

Errors in freight accounts amounted to approximately \$50, and were returned to their respective companies for correction.

## DISTRIBUTION OF EXPENDITURE FOR FREIGHT

The expenditure of all Units for freight from December, 1919, to December, 1920, was distributed as follows:—

A—Unit.. . . .	\$ 34,783 81
B—Unit.. . . .	2,053 18
C—Unit.. . . .	1,376 09
D—Unit.. . . .	4,044 70
F—Unit.. . . .	25,377 20
G—Unit.. . . .	2,955 64
H—Unit.. . . .	15,586 34
I—Unit.. . . .	9,647 20
J—Unit.. . . .	5,161 84
K—Unit.. . . .	2,452 78
Head Office.. . . .	9,681 01
Total.. . . .	<u>\$113,119 79</u>

## HALF-FARE CERTIFICATES—FORM 163

Half-fare certificates were obtained by the Units direct from the Canadian Passenger Association, Montreal during the year. The duplicate copies of these were forwarded to this office on Form 118 at the end of each month and after being checked, were filed away in case of further reference.

## TOTAL EXPENDITURES

The total expenditure for the year in transportation, freight and express amounted to \$644,865.36. The charges recovered on unused tickets and from Allied Governments, etc. amounted to \$11,153.50, which leaves a total expenditure of \$633,711.86.

## TOTAL COST OF TRANSPORTATION TO DATE

Cost of transportation from April 1919 to December 1920.. . . .	\$733,472 20
Cost of freight from April 1919 to December 1920.. . . .	122,995 05
Total.. . . .	<u>\$856,467 25</u>



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## STATISTICAL SECTION

A new section was created subsequent to the 31st of August, 1920, for the purpose of consolidating incoming returns. The following is a list of duties as carried out by that section:—

<i>Weekly.</i>	<i>Due from.</i>
Return of loans by Units for Current Week and cumulative totals to date.	Chief, Loans Division
Return of Local and H.O. sales by Units for current week and cumulative totals to date.	Chief, Purchasing Division
Return of Head Office and Unit purchases for current week and cumulative totals to date.	Chief, Purchasing Division
Return of Stores listed for disposal by Units for current week and cumulative totals to date.	Chief, Stores Division
Return of Condemnation Board Disposal showing cumulative totals.	Chief, Stores Division

Recapitulation of the above returns are made, statistical statements being compiled therefrom, for the Director of Administration, giving the following information:—

*Weekly.*—

- Statistical data regarding operations in Loans Division.
- Purchases by branches, including total number of tenders called for.
- Head Office and Local Sales, showing cost, appraised and sales value including sales requisitions received and pending sale.
- Head Office and Unit Stores, listed for Disposal, showing cost and appraised values.
- Condemnation Board Disposals, showing cost of articles, sales price, difference charged to Head Office and percentage of cost price received from sales.

*Monthly.*—

- Head Office and Unit Administration Staff and salaries, showing cost per patient by Division.
- Head Office and Unit Vocation Staff and salaries, showing cost per patient, cost per contact (Follow-Up), cost per Debtor (Loans) by Divisions.
- Head Office and Unit Stores, showing amounts issued and on hand.
- Head Office and Unit Equipment, showing amounts issued and on hand.

## MECHANICAL TRANSPORT

This section was taken over on the first of December, 1920, from the Director of Mechanical Transport, who had supervised the work performed by the Mechanical Transport in all units of the department, from November 15, 1919, on which date there were 226 motor vehicles on charge to the various units throughout the service. In the past year these vehicles have all been inspected once by the former Director of Mechanical Transport, listed, and a thorough record system created in connection with each particular vehicle and its consumption of consumable products, repairs and maintenance generally. In addition to the foregoing inspection, these vehicles have been regularly inspected about once every two months by representatives of the Mechanical Transport Branch in the units.

Since November, 1919, no new vehicles have been purchased. Existing equipment has been repaired when necessary and has been kept in good running condition to perform the duties required in the areas. During the past year the number of vehicles on charge in the Units has been reduced by 123, forty of which have been disposed of, through sale, and eighty-three are now listed for disposal.



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The cost of operation of Mechanical Transport generally, has been effected through the adoption of a policy of making small allowances to certain medical officers who constantly use their own motor vehicles on departmental business.

All vehicles on the public highway are kept insured under a blanket policy from year to year. Only vehicles which have been listed for disposal or those which are used for shop instructional work are not insured.

For the six months ending November 30, 1920, motor vehicles owned by the department gave a total of 138,821 hours' service out of the garage.

## FARMS

A system has been arranged for, which will result in a series of monthly reports being received in this office giving a clear analysis of farm operations in connection with farms which are operated by the department for either training purposes or in connection with institutions. In this manner control of production from agriculture can be kept and a check placed upon the disposal of agricultural produce.

## LAUNDRIES

A system of reporting laundry operations by units to Head Office has been established which enables this Division to control laundry operation throughout the service and by a system of circulating comparative statements, monthly, it is hoped materially to reduce laundry charges generally.

## ENGINEERING BRANCH

The Engineering Branch during the past year, has carried on all correspondence with the Public Works Department relative to acquiring or vacating accommodation, together with outlining and inspecting major construction work being carried out by the Public Works Department for this department.

Maintenance of institutions in the way of repairs and minor extensions have been undertaken, together with the appointment and supervision of General Service staff, comprising engineers, firemen and coal trimmers.

By arrangement with the Department of Public Works the future maintenance of institutions of this department will, after March 31, 1921, be vested in that department with the exception of emergency and minor repairs, which will be continued by this department, a general service staff, consisting of carpenters, plumbers and electricians being placed on the staff of the institutions. To make this arrangement effective the Engineering Branch will gradually complete the personnel required and effect a reduction in the amount of work being carried out on work orders, referring all work of a major nature to the Department of Public Works.

During the past year 2,007 work orders, amounting to \$447,087.15, were authorized and the work outlined in same will be completed by end of the present fiscal year. Certain construction work has been undertaken jointly by this department and the provinces of Alberta and Quebec. Plans and specifications were prepared by the Engineering Branch, and the work supervised by a departmental representative acting for both parties.

The number of premises under lease at January 1, 1920 was 136 with a yearly rental of \$370,046.80. This number has been reduced to 96 at December 31, 1920, with reduction in rental to \$272,532.99 or a net reduction of \$97,513. 81.

Insurance has been carried on considerable property under lease, due to stipulation that same be carried by lessee. It has been found expedient to insure certain institutions held jointly by the department and other bodies.



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This branch has certified all accounts in respect of engineering operations, coding the same for the Accounting Branch, and has prepared statements for the issue of cheques by that branch. During the past year the Engineering Branch has handled 9,060 accounts.

All requisitions pertaining to engineering fixtures originate in this branch, and in the case of coal, specifications are prepared and deliveries sampled; 48,704 tons of coal were requisitioned for during 1920 for the winter of 1920-21.

A close inspection is maintained by officers of the branch relative to fire protection in the department institutions; and it is gratifying to note the small percentage of loss caused by fire during the year.

## ACCOUNTS AND AUDIT BRANCH

The Accounts and Audit Branch takes charge of all authorized expenditures and has control of all accounting in all branches and divisions of the department. This work embraces all the details of accounting of allowances paid to, or on behalf of, all ex-members of the forces, and includes the accounting of all phases of the work done in connection with treatment, training and service, and the preparation of cost, administrative, and financial statements and statistical records covering all classes of this work. It will readily be seen, therefore, that an enormous amount of detail work in connection with problems arising from these activities is handled by this branch.

The main phases of the work may be defined as follows:—

1. The supervision of all Departmental expenditures and receipts.
2. The disbursement and receipt of money.
3. The accounting and classification of all expenditures and receipts.
4. The auditing of all expenditures and receipts.

To deal with this phase of the problem, the functions of the branch have developed along the following lines:—

1. The revision, improvement and operation of an extensive and widespread accounting system covering problems of procedure and practice, together with the creation of an auditing system which makes an administrative check on the entire work on the branch. The functions and results obtained from the work of this latter division of the branch will be reported on as a separate activity.

2. The preparation and examination of all vouchers supporting cash expenditures and receipts.

3. The payment of all expenditure vouchers by means of letter of credit cheques issued on the Bank of Montreal.

4. The recording and accounting of these payments and other transactions as they occur at the units and at Head Office.

5. The collection receipt deposit and recording of all incoming monies and funds derived from the various activities of the department to the credit of the Receiver General.

6. The preparation and compilation of accurate and appropriate cost and financial statements and reports showing, both in detail and in a summarized form, all expenditures and receipts.

7. The preparation of estimates of expenditures for submission to Parliament.

8. The payment and accounting of expenditures incurred in respect of all ex-members of the forces on behalf of Imperial and foreign Governments in accordance with reciprocal arrangements made with the various Governments concerned.

9. The advising, recommending and application of particular methods or systems of dealing with expenditures and the proper accounting thereof.



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It will give some idea of what has been accomplished in this respect when the following details, figures and facts are considered:—

Departmental expenditures are classified into 295 different accounts, each and all of which, may be applicable to the 600 institutions, offices or hospitals operated by, or rendering service to the Department.

In addition to this, detailed records are kept of 11,000 real and personal accounts. At the time when the department was running at its peak load last March, ledger accounts were open covering the 9,000 members of the staff, the 26,000 students undergoing vocational training, and the 7,000 patients receiving treatment in hospitals and other institutions. While these figures have been largely reduced at the time of submission of this report, nevertheless, the great work involved in handling these activities took place this year. The statement shown below will enable one to visualize the activities of this branch at a glance. This statement shows the work handled in the three months, April, 1919, March, 1920, when the peak was reached, and September, 1920, when the department was running along more normal lines. The number of adjustments and monthly transfers involved in this large monthly amount of detail can readily be seen to require constant supervision and care so that the highest degree of efficiency and accuracy may be attained.

Items.	Months.		
	April, 1919.	March, 1920.	September, 1920
Number of staff.....	3,891	9,035	6,628
Total salaries paid.....	\$361,036.00	\$890,767.25	\$686,171.14
Number of patients.....	5,643	6,860	4,756
Treatment pay and allowances.....	\$329,265.30	\$740,811.12	\$247,419.46
Number of students.....	6,096	25,673	8,290
Vocational pay and allowances.....	\$377,131.48	\$2,709,698.06	\$866,089.17
Expenditure for general accounts.....	\$378,980.09	\$2,057,809.86	\$1,213,865.54
Total number of cheques issued.....	34,744	147,582	58,014
Refunds of expenditure.....	\$37,445.57	\$178,160.10	\$209,513.17

## SPECIAL FEATURES OF THE WORK

The general fiscal problem of the department has been accentuated, during the past fifteen months, by the rapid demobilization of the Canadian Expeditionary Force and the immigration of discharged soldiers from other countries, more particularly from Great Britain.

The routine work of the department was greatly increased at the very time when the Accounts Branch was building up an organization and defining the system to meet its new responsibilities. It was necessary to train a staff not only in their routine duties but to enable them to meet those personal situations which arose from dealing with ex-members of the forces in a state of anxiety or unrest. Much responsibility, therefore was left to the direction of the individual officers stationed in the Units, who were responsible for carrying out the policy of the department as laid down by Act of Parliament or Order in Council.

Payments to patients, students and members of the staff required promptness of action and involved dealing with a large number of more or less fixed payments and amounts. The heaviest portion of this work was covered during the last eighteen months. It was complicated by continual changes, by the ebb and flow of patients and students being taken on or discharged from the strength of the department, by a continuous call for investigation, adjustment and correction of amounts due to these individuals. Men and their dependents viewing things solely from their personal need or circumstances, made much demand on the judgment and discretion of the account-



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ing staff coming in daily contact with them, who had to conform to necessary restrictive regulations, designed without prejudice to the men, to protect the interests of the Department and to safeguard the public funds, for which they were responsible.

Expenditures are not authorized by the Accounts and Audit Branch, but the examination and investigation of all details consequent upon the authority of these payments, is the main work of this branch. It is necessary to meet both creditors and beneficiaries whose accounts were either in question or in process of adjustment, that prompt payment of outstanding accounts could be met. The rapid progress towards a complete and smooth-running organization, issuing in promptness and efficiency, has justified the procedure and practice adopted, by the results which have been obtained.

#### MECHANISM OF THE BRANCH

The actual organization and machinery provided to deal with the general problem and its varying phases comprises a Unit accounting staff under the authority of a Unit Accountant, located in each of the principal cities of the Dominion. The accountant is required to examine the authority and pass upon expenditure vouchers, and, on the voucher being certified by the Unit Auditor, to pay the sum out of the funds entrusted to him for this purpose. The Accountant is responsible, through the Unit Director, to the Supervisor of Expenditures.

An audit staff, being a distinct and separate organization, responsible direct to Head Office, is also established at all Units. The duties and responsibilities of this section of the work are outlined in another portion of this report.

All vouchers submitted by creditors of the department are checked and certified by the officer who first authorized the expenditure. In the case of invoices for goods and materials purchased, the vouchers are first dealt with by the Purchasing Division then by the Accounting Division, where all vouchers are checked, classified and analyzed in accordance with the nature of the charge of service rendered; a record of the amount due to the creditor is kept in accordance with established commercial principles. Prior to payment all vouchers are properly distributed on the original book of account called an "Invoice Register." All vouchers are then audited and paid by means of cheque drawn on the Unit letter of credit, which letter of credit is established in the Bank of Montreal at Ottawa.

Staff pay lists and pay lists supporting payments to patients and students on the strength of the Department, are maintained by the Accounting Division and dealt with in a similar manner to that just described. Pay rolls and invoice registers are transmitted to Head Office in the same manner as registers covering vendors' accounts which are incorporated in the accounting records of the department.

A daily return of all cheques issued by the Units is made to Head Office for transmission to the Finance Department, and a monthly distribution of the amount-chargeable to the various appropriations granted by Parliament is prepared and rendered to Head Office for submission to the Auditor General of Canada.

The Unit Accountant is responsible for the deposit of all moneys received by him which are derived from the sale of supplies, the recovery of overpayments, proceeds from the sale of manufactured articles and refunds of every description. Vouchers are prepared supporting such refunds to the department and a deposit made daily of moneys collected, to the credit of the Receiver General of Canada. Remittance drafts and supporting vouchers are forwarded daily to Head Office. The Unit Accountant is also responsible for maintaining detailed stores accounting records by institutions, ledger cards or sheets, based upon commodity reports, and completed vouchers forwarded by the Unit storekeeper. Stores ledgers are kept for every class of goods handled, which ledgers are maintained in the Unit accounting office. Monthly reports, in terms of money, showing the balance of the stores on hand and the value



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of the goods received and consumed, are rendered to Head Office. Journal vouchers covering all transactions affecting stores, transfers between Units and consumption or expenditure of commodities, are itemized and forwarded to Head Office at the time these transactions take place. Other details come under the administration of the Unit Accountant covering the general routine involved in handling a large variety of classified expenditures and revenue. The work of the Audit Branch, which is detailed later, covers all such activities, and authority is necessary before payments or entries are actually made.

## THE FUNCTIONS OF HEAD OFFICE

At Head Office, a part of the Accounts and Audit Division performs duties similar to those being performed by the Unit accounting and auditing staffs, such as the examination and preparation of expenditure vouchers, the payment of these vouchers and the accounting of the expenditure involved. These expenditures are made for, and on behalf, of every Unit of the Dominion. In addition, Head Office makes payment of all foreign accounts, i.e., expenditures incurred outside of Canada. All pay and allowances to patients in the United States are dealt with by Head Office, as well as the disbursements involved in the care, treatment, maintenance, etc., of both Canadian and Imperial ex-soldiers in that country.

Since the 1st of January, 1920, there have also been maintained and dealt with in this office, all war service gratuity accounts, numbering 2,700, transferred by the Department of Militia and Defence, on account of men discharged by that department to the strength of this department.

The distinctive feature of the department's system of accounting is the method of transcribing and compiling details and figures reported by the Units to Head Office. Hollerith cards specially designed to embody the accounting information shown on the various documents of original entry, i.e., invoice register, refund voucher and journal, are punched in the Statistical Division of the branch at Head Office, according to the standing order number and institution code number to be debited or credited. The cards are balanced at intervals and the resulting statement is the same as a trial balance of ledgers and books of original entry in an ordinary commercial undertaking, the operation of punching these cards being equivalent to the making of a journal or other entry in the books of original record. Instead of posting these items to a ledger, the cards are automatically sorted, in a machine called the "Sorter," into institutions or offices and standing order, or whatever numbers are required, and the totals chargeable to each institution and standing order numbers corresponding thereto are summarized in another machine called the "Tabulator." These two operations are equivalent to those of posting the ledger, footing the debit and credit columns, and taking off the balances of the ledger accounts. The use of this system and the mechanical means of compiling and obtaining information saves a vast amount of detailed book-keeping, with consequent reduction of staff necessary to handle same. From the Hollerith cards all kinds of book-keeping and accounting cost facts may be obtained. Permanent records are kept of the analyzed and summarized details taken off the tabulating machine.

A section of the Head Office staff compiles summaries, as well as detailed statements of expenditures and receipts. In addition, this section prepares cost statements for the medical care of patients, the cost of training students, the cost of operating hospitals and other institutions by the department, and other cost reports of all sections of the work, for submission to the executive of the department.

It is from the Department of Finance, on authority of the Auditor General, that the Department of Soldiers' Civil Re-establishment obtains its letter of credit advances with which to make all payments of expenditure vouchers. In accordance



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with the requirements of the fiscal system of the Dominion, daily detailed statements of expenditure, and monthly recapitulations, both of revenues and disbursements, by appropriations, are compiled and submitted to the Department of Finance and the Auditor General. The Accounting Division of the department must, therefore, work in close harmony and co-operation with both of these departments.

In June, 1919, a Supervisor of Expenditures was appointed to organize this branch of the work, and to co-ordinate and centralize the various accounting activities of the department. The rapid growth of the work undertaken by the Department of Soldiers' Civil Re-establishment, following the general plan of operations inaugurated by the Military Hospitals Commission, made it imperative to centralize the control of the accounting work and to develop better supervision over the Units.

The rapid expansion, due to the taking over of the administration of hospitals of the Militia and Defence Department, the necessity of providing instant accommodation for the rapidly transferred disability cases from overseas, and the great effort that was being made to provide vocational training for those who wished to take advantage of the provisions made by the Government, created considerable responsibility at the various Units throughout the Dominion.

As the organization developed, regulations of a more or less standardized form were laid down giving Head Office a better knowledge of the work in the Units and a more detailed insight into results achieved. In the work of this particular branch, which covered a large variety of technical problems in accountancy, it was necessary to train a staff to handle the work competently, which problem was all the more difficult because much of the work was of an entirely novel nature, and had not come within the business or technical experience of those who were asked to perform it.

#### REORGANIZATION—AUDIT BRANCH

The original accounting system covering the expenditures of the Military Hospitals Commission was sound in principle, but, in view of the largely increased expenditure, it was necessary that a more direct control should be established both over the work involved and over the staff administering it. No system of administrative check or audit had been formed, but at the close of 1919 the formation of an Audit Division was discussed and an Audit Branch formed as a distinct and separate organization whose sole duty was to verify and check all expenditures and receipts in the Units and at Head Office. The expenditures of the department were of such an intricate nature, and of such amounts, that a closer supervision and scrutiny of disbursements and receipts was decided upon. Independent financial reports from officers not interested directly in the spending or accounting of departmental funds was, therefore, looked upon as the best means to safeguard the administration of the money voted by Parliament. In so large a department situations continually developed which involved investigations, and reports by officers whose independence of local environment and conditions made findings more valuable from an administrative point of view.

A Chief Auditor is stationed in Head Office, responsible to the Supervisor of Expenditures. A Unit Auditor and necessary staff is stationed in each Unit. These auditors are considered in the light of Head Office officials, thus giving them an independence not otherwise obtainable. The duties of the Audit Division may briefly be outlined as follows:—

1. The pre-audit of expenditure vouchers such as vendors' invoices, accounts for services rendered, travelling expense claims, petty cash and other items before their payment out of letter of credit or contingency accounts.

2. The verification and audit of all pay-lists, pay and allowance ledger accounts, both of students undergoing training and of patients undergoing treatment; and of all salary and bonus pay-lists and accounts of members of the staff.



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3. The checking and verification of all invoice registers and distribution of expenditure shown thereon.

4. Verification and audit of all petty cash, contingency funds or imprest accounts administered in each Unit.

5. The verification and audit of all loan accounts authorized under P.C. 2329, 1919.

6. The verification of all accounts with creditors of the department, and the audit of their monthly statements before payment.

7. The audit of the disbursements and pay-lists of the Orthopædic and Surgical Appliances Branch, and the verification of the factory journal and ledger.

8. The verification and audit at the source of all receipts and refund vouchers and returns of those made to Head Office.

9. Independent test inventories and the supervision of the methods of store-keeping and stores accounting in each Unit.

10. The revision and audit of all journal vouchers for transmission to Head Office.

11. Such special investigation or reports made under instructions from the Supervisor of Expenditures.

At the close of each month the Unit Auditor renders to Head Office a summarized report of the activities of the accounting and auditing staffs, of the volume of the work dealt with and the nature of any changes or improvements which have taken place. Detailed summaries of the various expenditures occurring in the Unit are reported on. Recommendations found advisable are made on the methods of accounting in force in each Unit, and a summary of the work covered by the auditor and his staff is also given.

The attention of Head Office is called to such items of expenditure or procedure which the Unit Auditor considers worthy of special reference, and a valuable help to the administrative work of the various heads of the branches, whose attention is drawn to these reports, is thereby obtained.

Travelling auditors are detailed to make special investigations of the books, records and accounts of institutions not operated by the department, but which render services to it on a cost basis, by receiving for treatment men on the strength of the department. Detailed reports of the accuracy of the methods adopted and of the charges made are thus obtained so that before payments of maintenance accounts, the department is in a position to know if it is getting the best return for its expenditure, and that the charges of these institutions are in accordance with the agreements made with the department and are just and regular.

## VOCATIONAL AND TREATMENT PAY AND ALLOWANCES . . .

All vocational pay and allowance ledger accounts throughout the entire department have been carefully audited. In each case the Unit Auditor has examined the Head Office authority (Form 34 and amendments thereto), without which no account can be opened or any payments made. Attendance records have been tested from time to time, calculations and extensions verified, duplicate copies of cheques issued compared with the ledger accounts and pay rolls certified correct. Accounts for ex-members of the Allied forces are specially notated, kept in separate sections of the ledgers, and all payments made thereon correctly charged to the respective Governments concerned.

All treatment pay and allowance ledger accounts have been fully audited, being checked against daily orders. Calculations and extensions have been verified, duplicate copy of cheques compared with ledger accounts, clothing issues carefully checked each month direct from spread sheets to ledgers and pay-rolls certified correct.



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## STAFF SALARIES AND COST OF LIVING BONUS

Staff pay accounts at Head Office and in all Units have been fully audited to date, the authority (Forms 119 and 119a) supporting each account having in all cases been examined. Calculations and extensions have been checked, pay-rolls certified correct and duplicate copy of cheques issued compared with ledger accounts.

All payments covering cost of living bonus have been compared with authorization by the assistant secretary embodied in form 106 and accounts and pay-rolls in connection therewith verified and certified correct.

## WAR SERVICE GRATUITY ACCOUNTS

All war service gratuity accounts are kept at Head Office and have been fully audited from the very beginning and kept in balance with the control accounts (S.O. No. 16 & 16a). Cheques received from the Department of Militia and Defence have been accounted for by an examination of deposit receipts showing that all such funds have been deposited to credit of the Receiver General.

The authority for payments made out of this account has in all cases been produced and examined by the Audit Division. Interest calculations have been verified and original cheques in all cases are examined before despatch to payee. Pay-rolls, also, have been checked and certified correct. These accounts are very carefully and accurately kept and regularly balanced with the control account. The work of this division is entirely done at Head Office.

## GENERAL AND VENDORS' ACCOUNTS.

General and vendors' accounts have received careful audit at Head Office and Units. All invoices from vendors have been carefully compared with copy of purchase orders and receiving slips and cash discounts, where allowed, have been deducted. Accounts not supported by purchase order and receiving slips have been certified to by the head of the branch concerned.

## VOCATIONAL LOANS

All vocational loans made under P.C. 2329 have been carefully audited and are in all cases supported by Head Office authority which has been seen.

Regulations and Instructions, Chapter VI, Section XIII, Clause 7 (d) have been complied with.

## HOSPITAL ACCOUNTS

Outside hospital accounts, in addition to being certified to by the Unit Medical Director, have been checked against daily orders and the rates charged verified with the institutional agreements.

## TELEPHONE ACCOUNTS

A satisfactory check is kept of all long distance calls and any charges of a personal nature are promptly collected.

## TELEGRAPH ACCOUNTS

Telegraph accounts have been properly certified by head of branch concerned and all messages of a personal nature collected.

## POSTAGE ACCOUNTS

Postage records are kept in all Units, and all expenditure on this account is accounted for in detail and regularly audited.



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## INVOICE REGISTERS

All invoice registers throughout the entire department have been audited during the year and summaries, recapitulations and standing order numbers verified.

## CASH ADVANCES AND PETTY CASH FUNDS

Cash advances made out of Head Office and Unit letter of credit accounts have been carefully audited, being in each and every case supported by Head Office authority.

Petty cash funds in all units are regularly audited each month and are, without exception, now being carefully handled.

## RECEIPTS AND REFUNDS

Receipts and refunds have been fully audited each month by unit auditors at source of origin and the deposit of such funds to credit of the Receiver General verified by examinations of forms 81 and bank receipts covering same. Irregularities discovered during course of audit are immediately reported to Ottawa for action.

Ward occupational receipts have been fully audited in all institutions where such work is carried on.

## SPECIAL INVESTIGATIONS

Since the Audit Division was organized in January, 1920, special investigations have been conducted at the following outside institutions for the purpose of ascertaining the cost of maintenance of patients on a per capita basis: Qu'Appelle Sanatorium; Lake Edward Sanatorium; Mountain Sanatorium; Kentville Sanatorium; Nova Scotia Technical School; Calgary General Hospital; Royal Jubilee Hospital.

At Head Office, Ottawa, and also in "G" Unit, all accounts including pay and allowances under P.C. 387, and staff pay accounts are fully and carefully audited and original cheques examined before distribution or delivery to payee. In all other Units, pay and allowance accounts and staff pay accounts are not fully audited until after actual payment has been made, and then duplicate copy of cheques only is examined, but it is expected that very shortly a full pre-audit can be made without causing delay either in delivery of cheques to payees or despatch of pay rolls, invoice registers and other returns to Head Office.

The main results of the past fifteen months may briefly be summarized as follows:—

(1) A prompt and accurate system of returns from the Units to Head Office has been developed. Delays in obtaining information have been removed and a condensation of details has taken place to provide an adequate survey of the work accomplished.

(2) Financial statements and returns have been re-drawn so as to show with greater force the relation of expenditures to the work of the department.

(3) A better analysis of information and accuracy has been produced with less staff and in a shorter period after the completion of transactions.

(4) A better control and a better knowledge as to the cost and financial condition of the department's operations has resulted.

(5) A more uniform and direct system of staff administration has been developed.

(6) The procedure and practice laid down for the accounting work has been so altered and improved that its functions are now being rendered automatically.

A closer financial and accounting relation has been established with various hospitals and sanatoria who treat or maintain patients on behalf of this department. This has led to comparative statements, both as regards institutions and provinces, which adds to the facilities of administration.

The present method of paying accounts in the Units instead of Head Office instituted at the beginning of the present fiscal year, April 1, 1920, in conjunction with the



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formation of the Audit Division, has made possible a closer supervision over the authorization of pay and allowances, thus obviating the possibility of overpayments.

The system of accounting for cash receipts has been simplified and co-ordinated with other branches, prompt statements of refunds and returns to the Auditor General have been made on a much larger and more detailed scale without additional staff.

During the year means were provided to deal with the transfer of over 2,700 war service gratuity accounts from the Department of Militia and Defence, and to take care of large amounts expended and involved in maintaining and rendering services to ex-members of the Imperial forces, both in Canada and the United States of America.

That section of the Accounting Division dealing with recoverable accounts and responsible for the collection of accounts rendered or outstanding amounts due the department, is now a very important unit in the organization. All charges for maintenance, treatment or services rendered to ex-members of the Allied forces go through this section and it is necessary to examine detailed statements showing the individual's regimental number, his former military or naval unit, his rank, dependents and address, the nature of the service or treatment rendered, and the institution or organization from whom he received help. The original accounts are verified as to authority and paid to the institutions submitting them, either in Canada or in the United States, before repayment is received from the Allied Government under obligation. Over \$1,000,000 has been collected this way, and accounts receivable totalling upwards of \$500,000 are outstanding for which payment is expected in the near future.

A tri-monthly system of telegraphic reports of expenditures from every disbursing office of the department has been established. This provides an exact summary of the financial activities of the department to date, and shows how the appropriations are being expended week by week. Items of abnormal expenditure are reported on individually.

The attached statements give a clear summary of the financial work of the department, at the 31st December, 1920.



DEPARTMENT OF SOLDIERS' CIVIL RE-ESTABLISHMENT

STATEMENT SHOWING PRINCIPAL ITEMS OF EXPENDITURE, FROM THE INCEPTION OF THE MILITARY HOSPITALS COMMISSION, FOR THE PERIOD OF FIFTY-SEVEN MONTHS ENDING MARCH 31, 1920, AND FOR THE PERIOD OF SIXTY-SIX MONTHS ENDING DECEMBER 31, 1920.

Item.	57 Months ending 31-3-20		9 Months ending 31-12-20		66 Months ending 31-12-20	
	\$	cts.	\$	cts.	\$	cts.
Administration.....						
Capital Expenditure—						
Buildings.....	6,909,391	81	515,284	25	7,424,676	06
Equipment.....	3,233,637	88	43,345	92	3,190,291	96
Live Stock....	13,146	40	583	83	12,562	57
	10,156,176	09			10,627,530	59
Working Expenditure—						
Cash Advances..	89,179	12	231,484	31	320,663	43
General Stores, etc....	3,229,690	62	554,454	56	3,784,145	18
Suspense.....	94	32	405	10	499	42
	3,318,964	06			4,105,308	03
Medical Expenditures—						
Hospitals and Sanatoria	3,596,233	09	1,762,765	68	5,358,998	77
Care of Patients.....	9,180,472	65	5,108,031	65	14,288,504	30
	12,776,705	74			19,647,503	07
Vocational Expenditures—						
Training.....	7,664,685	09	3,032,839	76	10,697,524	85
Farm and Garden	114,763	42	39,544	27	154,307	69
	7,779,448	51				
Information and Service	747,668	14	3,072,384	03	10,851,832	54
Pay and Allowances—					923,025	39
Treatment.....	6,830,456	48	175,357	25		
Training.....	18,483,556	88				
	25,314,013	36			37,598,632	19
Accounts Receivable...	187,307	37			741,140	73
Vocational Loans.....	43,724	83			437,478	25
	66,096,624	22				
Total Departmental....	136,795	29	26,835,902	74	92,932,526	96
War Bonus.....	1,192,858	88			136,795	29
Cost of Living Bonus...					2,028,449	63
	67,426,278	39				
Total Expenditure.....			27,671,493	49	95,097,771	88
War Service Gratuities...	470,667	52			247,984	46



APPROPRIATION STATEMENT FOR THE NINE MONTHS ENDING DECEMBER 31, 1920.

Advances from the Department of Finance for the following services.	Repayments to Letter of Credit Accounts.	Foreign Drafts Purchased.	Overdraft from Fiscal Year 1919 20.	Gross Advances.	Deduct Refund of Expenditure.	Net Advances.
	\$ cts.	\$ cts.	\$ cts.	\$ cts.	\$ cts.	\$ cts.
SOLDIERS' CIVIL RE-ESTABLISHMENT.						
Vote 276—Capital: Buildings, Equipment, etc.	1,001,795 80	8,255 26	270,500 00	1,280,551 06	71,008 49	1,209,542 57
" 277—Care of Patients; including Limb Factory Operations	4,076,554 45	88,638 68	71,000 00	4,236,193 13	140,782 27	4,095,410 86
Vote 278—Vocational Expense: Cost of Training	1,191,607 45	12,055 77	233,550 00	1,437,213 22	196,846 04	1,240,367 18
" 279—Salaries: Administrative, Clerical, etc	6,524,421 55			6,524,421 55	13,734 55	6,510,687 00
" 280 (a) Treatment Pay and Allowances	3,185,258 81	331 85		3,185,590 66	177,956 12	3,007,634 54
" 280 (b) Training Pay and Allowances	9,114,787 00		726,000 00	9,840,787 00	21,726 55	9,819,060 45
" 281—Operating Expense, Cost of Administration, Stores, etc.	2,000,591 81	100,826 74	315,400 00	2,446,818 55	460,540 73	1,986,277 82
" 528—Bonus Soldiers' Aid Com.	18,021 77			18,021 77	74 48	17,947 29
" 529—Interest on War Service Gratuity	25,590 55			25,590 55		25,590 55
" 530—Vocational Loans	403,208 82	2,386 92		405,595 74	10,045 46	395,550 28
Trust Fund No. 2—Pay and Allowance Balances, 1919 20.	251,737 52			251,737 52	4,731 20	247,006 32
Casual Revenue, Deduct Refunds to					47,954 84	47,954 84
Departmental Advances and Refunds	27,793,575 53	212,495 22	1,646,450 00	29,652,520 75	1,145,400 73	28,507,120 02
Miscellaneous Consolidated Fund—						
Cost of Living Bonus	837,869 61			837,869 61	1,455 59	836,414 02
Vote 363	458,126 77			458,126 77	261,034 26	197,092 51
War Service Gratuity						
Total Advances and Refunds	29,089,571 91	212,495 22	1,646,450 00	30,948,517 13	1,407,890 58	29,540,626 55



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## RECIPROCAL ARRANGEMENTS WITH OTHER COUNTRIES

The reciprocal agreements which have been entered into between the Department of Soldiers' Civil Re-establishment and similar departments of other Governments, have been referred to elsewhere in this report under sections dealing with branch activities, notably the Medical, Dental, Accounting and Administrative Branches.

These agreements embody the following details:—

(1) Arrangements in Canada carried out by the department:

- (a) Treatment and training of former members of the Imperial forces who were resident in Canada on the 4th August, 1914.
- (b) Treatment of former members of the Imperial forces who were not resident in Canada prior to the war.
- (c) Payment of allowances at Canadian rates to former members of the Imperial forces who were residents of Canada on the 4th August, 1914, and who are undergoing treatment or training and payment of allowances at British rates to those who were not so resident.
- (d) Treatment of former members of the forces of United States of America resident in Canada.
- (e) Treatment of former members of the Newfoundland forces resident in Canada.
- (f) Treatment of former members of the French forces resident in Canada.
- (g) Treatment of former members of the Belgian forces resident in Canada.
- (h) Treatment of former members of the New Zealand forces resident in Canada.
- (i) Payment of allowances at Canadian rates to former members of the New Zealand forces.
- (j) Supply and maintenance of artificial limbs and other prosthetic appliances to former members of Imperial and other forces.

(2) Arrangements in Great Britain carried out by the Ministry of Pensions and the Ministry of Labour:—

- (a) Treatment and training of former members of the Canadian forces resident in the United Kingdom.
- (b) Payment of allowances at British rates to former members of the Canadian forces while undergoing treatment or training.

(3) Arrangements in the United States of America carried out by the Bureau of War Risk Insurance;—

- (a) Treatment of former members of the Canadian forces resident in the United States.
- (b) Treatment of former members of the Imperial forces resident in the United States.
- (c) Examination of former members of the Canadian forces and pre-war residents of the British forces resident in the United States who make application for vocational training.

(4) Former members of the Canadian forces resident in Newfoundland, France, Belgium or New Zealand also are granted treatment for war disabilities in those countries by the respective Governments at the expense of the department. In the case of New Zealand allowances at the New Zealand rates are payable during treatment. Training may also be given in that country and New Zealanders may be trained in Canada.

(5) The arrangement with the British Government provides that the Ministry of Pensions will normally accept the finding of a medical board of the department as to the eligibility of a former member of the Imperial forces for treatment or training, based on his war disability.



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(6) The actual out-of-pocket costs incurred by the Government giving the treatment or training are reimbursed by the Government on whose behalf such treatment or training is given.

(7) Arrangements have been made with the Colonial Office of the British Government for treatment to be given to former members of the Canadian forces requiring the same for a war disability who are resident in South Africa or any of the Crown colonies. In these cases, British rates are payable.

ADMINISTRATION IN THE UNITED STATES OF THE BENEFITS AVAILABLE TO THE MEMBERS OF  
THE CANADIAN EXPEDITIONARY FORCE.

The Parliamentary Committee on Pensions and Re-establishment at the last session of Parliament received certain suggestions from and on behalf of former members of the forces resident in the United States. The report of the committee contains the following:—

*Suggestions*

(1) That the committee consider, where in great centres like Chicago, New York and Boston there is a great number of Canadians, a representative of the Dominion Government should be appointed to consider such questions as re-establishment and to give advice on land settlement.

(2) That the allowances of patients undergoing treatment in the United States be issued with less delay by the Department of Soldiers' Civil Re-establishment.

(3) That disabled ex-members of the Canadian forces, resident in the United States, be provided with vocational training in that country at the expense of the Canadian Government.

*Recommendations*

(1) That the Department of Soldiers' Civil Re-establishment be asked to investigate the situation in the centres indicated, and at any other points which may appear to be necessary, with a view to ascertaining the extent of the problem and to making such recommendations to the Government as may be deemed advisable.

(2) It is understood that a rearrangement has been made between the Department of Soldiers' Civil Re-establishment and the Bureau of War Risk Insurance at Washington, whereby the delay referred to will be largely eliminated.

(3) It is not considered desirable to make any change in the present procedure, whereby an ex-member of the Canadian forces, resident in the United States, is required to come to Canada for retraining.

In order to ascertain the situation and to report thereon, the assistant deputy minister visited some of the principal centres in the United States and discussed the problems referred to with representatives of the Bureau of War Risk Insurance, the American Red Cross, Veterans' organizations, Patriotic and Relief Committees and British Consulates.

It was ascertained that the principal ground for criticism among the men undergoing treatment was delay in issuing pay and allowances, which delay was caused through difficulty in obtaining the necessary documents by which eligibility might be determined. It was arranged, in order to meet this difficulty, that the Bureau of War Risk Insurance, which had already instructed its representatives that all the



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facilities at the disposal of former members of the United States forces should be also at the disposal of former members of the Canadian and British forces, should issue a circular letter, calling for greater expedition in the compilation and issue of documents and for a daily telegraphic report of admissions to, and discharges from hospital.

An inquiry was also made into the general question of relief and it was found that there are various organizations in the United States which have done magnificent work during the war and the immediate post-war period. The American Red Cross also indicated its willingness to extend its activities for the benefit of former members of the Canadian and British forces, through the Department of Civilian Relief. Up to that date, while many of the chapters of the American Red Cross had rendered splendid service, others had confined their activities to former members of the United States forces. The Director of Civilian Relief has issued a circular to the various chapters especially requesting that all the facilities of the Red Cross should be placed at the disposal of former members of the Canadian and British forces equally with former members of the United States forces.

Very great assistance has been given throughout by British Consuls-General and Consuls in the various cities of the United States and a great deal of valuable and gratuitous service has been rendered.

In order that former members of the forces in the United States may be aware of the facilities which have been provided by the Government of Canada a handbook of information has been issued by the department dealing briefly with such matters as medical treatment, vocational training, provision of artificial limbs and other appliances, allowances while undergoing treatment, death and funeral expenses, pensions, soldier settlement, war service gratuity, war records, medals, buttons, etc., service rendered by the American Red Cross and addresses of United States Public Health Service District Supervisors, through whom medical treatment is furnished under the control of the Bureau of War Risk Insurance. 20,000 copies of this handbook have been printed and are being distributed through the following channels: British Consuls, Red Cross, Bureau of War Risk Insurance, posts of the American Legion, British, Canadian and other Veterans' Associations, individual pensioners, men undergoing treatment, Canadian Clubs, Canadian banks, medical superintendents of hospitals, and others.

### SOLDIERS' COMFORTS BRANCH.

Since the beginning of this undertaking in 1915, when the first sick and wounded soldiers returned to Canada, the work has grown and increased in scope and activity according to the needs of the men and the circumstances surrounding their individual disability, either in hospital or institution.

The past year has been a particularly active one, owing in part to the transfer of institutions from the Department of Militia and Defence to the Department of Soldiers' Civil Re-establishment, as well as the closing and opening of several of the department's own hospitals. This entailed safeguarding the donation furniture under the direction of this branch and the careful listing and re-filing of each article, large or small, with its approximate value.

*Furnishings.*—As fast as the patients were transferred from one hospital to another, available spaces in the new institutions were filled with comfortable furniture and appropriate furnishings, such as, sofas; easy chairs; tables of various kinds;



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pianos; gramophones and records; billiard tables with equipment; writing desks; book-cases and books; curtains; rugs; buffets; screens; jardiniere stands, etc., with verandah and deck chairs; rustic tables; awnings; marquees; and other furniture suitable for outdoor use, such as, hammock chairs, etc.

*Recreation.*—Athletic games of all kinds have been regularly supplied for indoor and outdoor recreation; also running-shoes for gymnasium use and for tennis; boots and skates for skating and hockey have also been regularly provided. The furnishing of roof gardens and basement canteens has been the means of giving pleasure and amusement to the men.

During the summer months, motor drives and picnics have been given and at other times, concerts and entertainments have been arranged.

*Musical instruments.*—Instruments, both for band and orchestra have been provided for the use of patients, particularly in tubercular and mental institutions, and where sufficient talent has been found, bands and orchestras have been given.

The results have been most successful. Musical competitions have been held between hospitals and in several cases prizes have been awarded after a keen contest. As the men have gained strength and been discharged, they have obtained positions in several instances with bands or orchestras adding thereby substantially to their income.

*Wheel Chairs.*—Indoor wheel chairs and tricycle chairs for outside use, Spinal lounges and spinal carriages have continually been provided to amputation and spinal cases. For the soldier who will never walk again, indoor and tricycle chairs have been given outright, as have also the spinal carriages.

The chairs are all kept in repair and new parts supplied when required. Those not in use during the winter months are stored by this branch, upon request, without cost to the patient. In instances where a disabled soldier has returned to his own home, either in a distant part of the Dominion or to the United States, where his people may be living, or has desired to return to England, the two chairs which he uses (indoor and tricycle) have been shipped to his new address upon request of the medical superintendent of the hospital which he is leaving.

*Hospital Supplies, not on Issue.*—During the winter months daily requisitions have been received and filled, for articles other than department issue or supplementary to it, such as, socks; sleeveless sweaters; shirts; underwear; scarves; pneumonia and operation jackets; bed jackets; extra-long dressing gowns; heavy sleeping suits; handkerchiefs; bandages of all kinds; bed pads; air cushions; hot water bottles and covers; arm slings; and personal property bags. Thousands of these articles have been distributed to hospitals during the past twelve months. The materials required have been purchased by department funds and made into garments, etc., by voluntary workers to whom warm thanks are due.

*Tubercular Patients at Home.*—As far as possible, requests from the Social Service Branch of the department have been filled for tubercular men who prefer to live at home. Their wants are varied and these requests have included blankets; sheets; pillow-cases; towels; heavy pyjamas; camp beds; verandah awnings; tents; sleeping caps; bed socks; and many other articles such as this branch provides for hospital use. Fruit, milk and eggs are also often given.

*Soldiers About to Take Positions and Unemployed Soldiers.*—Up to the present time no requests have been refused for soldiers who have the opportunity of taking positions out of town, provided they have their discharge papers and employment contract cards to show.

At various times an average of forty men a day have been outfitted, according to their requirements. This has often included heavy boots, extra warm clothing, and in the event of a long journey, food and various comforts have been provided.



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There have also been a great number of men out of luck and out of work who have been helped with warm clothing and supplies. Coal, wood and food have been given after careful inquiry and investigation. This is called "emergency work," and has filled a definite want, particularly where there has been sickness and suffering in the homes of these soldiers.

*Workshop, 287 Queen Street West, Toronto.*—Owing to the increased activities of this branch entailed by the moving, repairing, packing, crating and shipping of furniture to and from the various hospitals, it was found necessary to obtain space for a workshop. This building is used for the purposes of storing, for repair work, shipping, etc., and for work-rooms for the voluntary workers who, week after week, have made the hospital supply articles, other than issue.

The repairing of furniture is efficiently carried out by men who have been overseas. Everything is made use of. Nothing is wasted. Old tapestry and chintz couch covers are cleaned on the premises and the best parts used to re-cover chairs; curtain poles are recut, cushions re-covered, screens remodelled; wicker furniture condemned in other workrooms as beyond repair has frequently been mended in the soldiers' comforts workshop in the most satisfactory manner. Often the repairing of old articles is a much more difficult task than making new furniture. It involves taking the old work completely off and practically remaking from the frame, up. It is work that requires a knowledge of carpentry, wood-finishing, staining, varnishing and enamelling. In the upholstering, kopok is used for the better class of work.

The packing, crating and shipping is completely looked after by the workshop staff.

Billard-tables throughout the hospitals are re-covered and kept in order. Pianos are regularly tuned and gramophones kept in condition. Should these articles require more attention, they are taken out of the hospital, placed in perfect condition and returned.

*Exhibit of Soldiers' Work.*—Thousands of visitors daily went through the large space allotted to this branch at the Canadian National Exhibition of 1920, when the usual exhibit of soldiers' occupational therapy and veteraift shopwork was shown. Innumerable cases were filled with work from soldiers in hospitals in each province of the Dominion, and were classified under the headings of the eight major crafts, namely: wood; metal; textile; clay; basket-work; leather; drawing and printing. The last two included block-printing and stencilling.

Special endeavour was made to set a standard of excellency, in order to discourage inferior workmanship. The monetary value of the prizes was arranged to encourage competition in each group of articles for common use. There was also a special grouping of entries for articles, the making of which showed the overcoming of a physical handicap. This was illustrated in the making of a woven scarf on a peg loom, which showed skilful work and was the product of a soldier whose right hand and arm are completely incapacitated from the effects of burning by liquid fire. There were many other articles of handwork and specimens of design, done by men who have also suffered the loss of their right arms.

Judges were those who had a thorough knowledge by actual experience of the work exhibited. Six hundred entries were received.

The cases showing the work made by blinded soldiers were unusually attractive, and the cocoanut mats, also made by a blinded soldier, were on view, and it may be of interest to know that he has taken this means to support himself and wife.

Furniture was there in large quantities, and was of superior quality, much admired by visitors from Great Britain, New Zealand, Australia, the United States, as well as from Canada.

The exhibits demonstrated that the bedside work was not only for the betterment of the health of the men, but that it would be a future financial assistance to the



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soldiers. Everything was on a higher grade than in previous years, noticeably in the copper, pottery, and the toys. One booth was set apart for the purpose of advertising the articles made for sale. This resulted in material advantage, financially, for the men.

Wicker furniture was mended during the entire exhibition by a soldier suffering from amputation who is now able to support his family through this work. Active work was also carried on in watch and clock repairing, as well as other occupations gained from the department's vocational training.

*Sale of Soldiers' Work.*—Since the month of October last, the sale of articles made by ill and disabled soldiers has been carried on by this branch.

Although the space used for a show room is small, the returns have been large. Christmas presents were bought in great numbers. No gifts seemed as popular as these articles. The prices are always arranged by the men themselves.

The work is sent in by the ward aide supervisors, to whom, twice a month, regularly, cheques are sent for the amount of sales made, to be passed on by them to the patients in their special hospitals to whom the articles belonged. Those discharged from hospitals bring in their work themselves and receive their cheques direct.

As the weeks have passed the sales have been trebled, the amounts received proving that the undertaking has been worth while and that by prompt and quick returns the men take a certain pride, no matter how ill they may be, in the results obtained.

*Christmas Cheer.*—In connection with the arrangements for Christmas, reports were received by this branch, from each Unit, giving the fullest and most complete details. In instances where only a certain amount was being given by patriotic societies and friends, the soldiers' comforts either added to or supplemented the giving. The buildings, where possible, were uniformly decorated, each ward having its own gaily trimmed Christmas tree, in the various hospitals, with presents for each man.

Day after day and evening after evening during the holidays different entertainments were given, both for the bed and convalescent patients, and special music was arranged for each entertainment. On Christmas morning each hospital had the usual carols. Over three thousand gift boxes were filled and sent out to hospitals and provincial institutions where there were soldier patients, which were much appreciated.

Owing to unemployment and other reasons, it was the duty of this branch to send supplies, such as meat, groceries, vegetables, etc., to several soldiers whose families would otherwise have been without Christmas cheer. A large number were cared for. Christmas trees were sent to club houses of several branches of the Great War Veterans' Association, with decorations for each tree, and for the children two hundred gifts. Men in the Royal Canadian Regiment at Stanley barracks were also looked after, presents given, with decorations for their mess-room and Christmas tree, as well as soldiers' children at Camp Borden. Gifts and decorations went in equal quantities.



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## DISABLEMENT FUND

The Disablement Fund was established in the summer of 1915, and it was at that time intended to raise a large amount of money, possibly five million dollars or more, for the following principal objects:—

- “(1) To supplement the pension or compensation granted by the Government in cases where this is insufficient for the support of dependents.
- “(2) To educate and train those who are unable to follow their previous occupations in other lines of industry and to supplement their earnings during the period of training.
- “(3) To assist those totally incapacitated, either by the erection of permanent soldiers' homes, or as may be hereafter determined.
- “(4) Generally to take such steps as may be deemed necessary or desirable to carry out the duty of the Canadian people to the men who have suffered in the defence of our national liberties.”

Owing to the fact that the Government materially increased the pensions originally granted under the Pensions and Claims Board, and assumed responsibility for the payment of allowances during the period of vocational training, also erected and maintained such hospitals as were required, the main objects for which the fund was created have been otherwise dealt with.

In view of the foregoing, no general appeal was made for a large fund, and the amount subscribed, rather more than \$120,000, was invested in Victory Loan and the interest allowed to accumulate.

It was found that certain ex-members of the forces could be assisted to a material degree by the issuing of short loans to tide over a period of emergency between the commencement of training or treatment and the first receipt of pay and allowances. Further, certain necessitous cases were discovered of ex-members of the forces who found themselves in need of temporary help where the nature of their claim was such that the Government could not render assistance.

While certain amounts loaned from the fund have not been recovered, in the main, the money has been turned over again and again.

District vocational officers and certain other officers of the department have been furnished with funds and have been authorized to grant loans to men on the strength of the department for training or treatment in cases where such loans will tide over a temporary emergency. Social Service workers have also been authorized to make small loans and to purchase household necessities where urgently needed. No donations of any kind are made with the exception of the purchase of household necessities, up to a sum not exceeding \$5, without the authority of the assistant deputy minister.

A separate account is kept in the local branches of the Bank of Montreal by all officers of the department handling these funds and cheques are signed by two responsible officials of the unit. A monthly return is made to head office.

At the present time about 200 loans per month are being made averaging about \$20 each. The following statement of account as at December 31, 1920, shows the standing of the fund:—

DR.		CR.	
War loan certificates, par value		Subscriptions to fund.. . . .	\$128,628 17
\$135,500, held at cost.. . . .	\$130,033 91	Interest account, including interest	
Total of Unit funds.. . . .	12,053 00	received on War Bonds, interest	
Sundry advances made by Head		on Head Office bank account and	
Office.. . . .	8,015 96	interest on various Unit accounts.	28,377 57
Loans considered unrecoverable..	1,858 87		
Donations.. . . .	3,057 33		
Balance at credit of fund in Bank			
of Montreal, Ottawa.. . . .	1,986 67		
	<u>\$157,005 74</u>		<u>\$157,005 74</u>



CENTRAL REGISTRY

The Central Registry of the department, or the Filing Section, handles the compilation and issue of files, the opening and distribution of incoming and the collection and despatch of outgoing mail and telegrams. While the Central Registry may be of lesser importance than some of the other branches of the work, it is closely related to all, and the efficiency of the entire department is governed by the efficiency of this division. The system in operation is such that it is possible to secure files and data at a moment's notice, and a careful check is kept upon all mail, so as to ensure its being placed upon the proper files. It is the policy of the department, unless other information is required, to answer all incoming correspondence on the day it is received. This is only possible under a properly controlled Central Registry system. At the Head Office, all documents pertaining to a given subject or to a returned soldier, are placed upon one file, so that the whole history of a subject or a man, in so far as the department is concerned, is immediately available without further investigation. At the Units the same system has been followed, except where, through a separation of certain branches from the Head Office of the Unit, duplicate filing systems have been necessary.

The following figures cover the activities of Central Registry, Head Office, during the year, 1920:—

Files in Central Registry—

Soldiers.. . . . .	158,209
General (subject and officers).. . . . .	21,856
Confidential (staff).. . . . .	16,208
Information and Service Branch, including Federal Emergency files.	25,700
Total.. . . . .	221,973
Issued to branches.. . . . .	1,335,689
Average per week.. . . . .	26,686
Recharged (passed from branch to branch).. . . . .	161,586
Average per week.. . . . .	3,107

Mail—

Incoming—Total for year, pieces.. . . . .	962,208
Average per week.. . . . .	18,504
Outgoing—Total for year, pieces.. . . . .	897,792
Average per week.. . . . .	17,266

Telegrams—

Incoming—Total for year.. . . . .	16,926
Average per week.. . . . .	326
Outgoing—Total for year.. . . . .	12,414
Average per week.. . . . .	239

Staff—

January.....	141
December.....	89

The staff employed in Central Registry Head Office numbers 89, a reduction of 52 since January last when the peak load was reached. It is probable that the present staff will be further reduced in the near future. New files are being created at an average rate of 300 per week.



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## STAFF

The number of staff at the Head Office and Units, including Hospital staff, at the 31st December, 1919, was 8,121.

2. The peak load was reached in March of 1920, when the total staff of the department was 9,035.

3. At the 31st December, 1920, the total staff was 5,779.

4. During the period March 31 to December 31, 1920, the staff was reduced by 3,256 or 36 per cent.

5. The staff at December 31, 1920, was distributed as follows:—

Head Office, Ottawa.. . . . .	586
Nova Scotia and Prince Edward Island Unit.. . . . .	376
New Brunswick Unit.. . . . .	193
Quebec Unit.... . . . .	635
Eastern Ontario Unit.. . . . .	504
Central Ontario Unit.. . . . .	1,498
Western Ontario Unit.. . . . .	536
Manitoba Unit.. . . . .	256
Saskatchewan Unit.. . . . .	113
Alberta Unit.. . . . .	407
British Columbia Unit.. . . . .	609
Overseas Office.. . . . .	16
	<hr/>
	5,779

The staff at December 31, 1920, was composed of the following:—

	Number	Percentage
Ex-service men, France.. . . . .	2,959	51.2
Ex-service men, England.. . . . .	552	9.4
Ex-service men, Canada.. . . . .	239	4.3
Civilians, rejected or exempted from military service.. . . . .	61	1.1
Civilians, boys under and men over military age.. . . . .	238	4.2
Civilians, male.. . . . .	95	1.6
Civilians, female.. . . . .	1,635	28.2
	<hr/>	<hr/>
	5,779	100.0

(The term "ex-service men" includes nursing sisters as well as other ex-members of the forces.)

7. The classification of Head Office and Unit staffs according to war service: —

<i>Head Office, Ottawa—</i>	Number	Percentage
Ex-service men, France.. . . . .	141	24.06
Ex-service men, England.. . . . .	19	3.24
Ex-service men, Canada.. . . . .	6	1.03
Civilians, rejected or exempted from military service..	8	1.37
Civilians, boys under and men over military age.. . .	56	9.55
Civilians, male.. . . . .	11	1.88
Civilians, female.. . . . .	345	58.87
	<hr/>	<hr/>
	586	100.00
	<hr/>	<hr/>
<i>Nova Scotia and Prince Edward Island Unit</i>		
Ex-service men, France.. . . . .	196	52.13
Ex-service men, England.. . . . .	27	7.18
Ex-service men, Canada.. . . . .	12	3.19
Civilians, rejected or exempted from military service..	5	1.33
Civilians, boys under and men over military age.. . .	10	2.66
Civilians, male.. . . . .	3	0.80
Civilians, female.. . . . .	123	32.71
	<hr/>	<hr/>
	376	100.00



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*New Brunswick Unit—*

	Number	Percentage
Ex-service men, France.. . . .	69	35.75
Ex-service men, England.. . . .	19	9.84
Ex-service men, Canada.. . . .	13	6.74
Civilians, rejected or exempted from military service.	8	4.14
Civilians, boys under and men over military age.. .	4	2.07
Civilians, male.. . . .	12	6.21
Civilians, female.. . . .	68	35.25
	<hr/> 193	<hr/> 100.00

*Quebec Unit—*

Ex-service men, France.. . . .	387	56.57
Ex-service men, England.. . . .	43	6.27
Ex-service men, Canada.. . . .	41	5.98
Civilians rejected or exempted from military service.	9	1.34
Civilians, boys under and men over military age.. .	25	3.58
Civilians, male.. . . .	20	2.91
Civilians, female.. . . .	160	23.35
	<hr/> 685	<hr/> 100.00

*Eastern Ontario Unit—*

Ex-service men, France.. . . .	246	48.85
Ex-service men, England.. . . .	41	8.11
Ex-service men, Canada.. . . .	36	7.1
Civilians rejected or exempted from military service.	1	0.19
Civilians, boys under and men over military age.. .	19	3.8
Civilians, male.. . . .	7	1.4
Civilians, female.. . . .	154	30.55
	<hr/> 504	<hr/> 100.00

*Central Ontario Unit—*

Ex-service men, France.. . . .	808	53.95
Ex-service men, England.. . . .	239	15.95
Ex-service men, Canada.. . . .	54	3.60
Civilians, rejected or exempted from military service.	10	0.67
Civilians, boys under and men over military age.. .	43	2.87
Civilians, male.. . . .	14	0.93
Civilians, female.. . . .	330	22.03
	<hr/> 1,498	<hr/> 100.00

*Western Ontario Unit—*

Ex-service men, France.. . . .	217	40.40
Ex-service men, England.. . . .	45	8.40
Ex-service men, Canada.. . . .	35	6.45
Civilians, rejected or exempted from military service.	16	2.95
Civilians, boys under and men over military age.. .	50	9.45
Civilians, male.. . . .	10	1.94
Civilians, female.. . . .	163	30.41
	<hr/> 536	<hr/> 100.00

*Manitoba Unit—*

Ex-service men, France.. . . .	158	61.77
Ex-service men, England.. . . .	27	10.55
Ex-service men, Canada.. . . .	7	2.66
Civilians rejected or exempted from military service.	..	..
Civilians, boys under and men over military age.. .	6	2.22
Civilians, male.. . . .	2	0.9
Civilians, female.. . . .	56	21.90
	<hr/> 256	<hr/> 100.00



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*Saskatchewan Unit—*

	Number	Percentage
Ex-service men, France.. . . .	67	59.29
Ex-service men, England.. . . .	11	9.73
Ex-service men, Canada.. . . .	5	4.43
Civilians rejected or exempted from military service.	..	....
Civilians, boys under and men over military age.. .	2	1.77
Civilians, male.. . . .	4	3.54
Civilians, female.. . . .	24	21.24
	<hr/> 113	<hr/> 100.00

*Alberta Unit—*

Ex-service men, France.. . . .	257	63.02
Ex-service men, England.. . . .	28	6.88
Ex-service men, Canada.. . . .	15	3.67
Civilians, rejected or exempted from military service.	2	0.52
Civilians, boys under and men over military age.. .	4	1.04
Civilians, male.. . . .	4	1.04
Civilians, female.. . . .	97	23.83
	<hr/> 407	<hr/> 100.00

*British Columbia Unit—*

Ex-service men, France.. . . .	405	66.51
Ex-service men, England.. . . .	50	8.21
Ex-service men, Canada.. . . .	14	2.30
Civilians, rejected or exempted from military service.	1	0.16
Civilians, boys under and men over military age.. .	19	3.12
Civilians, male.. . . .	8	1.31
Civilians, female.. . . .	112	18.39
	<hr/> 609	<hr/> 100.00

*Overseas Office—*

Ex-service men, France.. . . .	8	50.0
Ex-service men, England.. . . .	3	18.75
Ex-service men, Canada.. . . .	1	6.25
Civilians, rejected or exempted from military service.	1	6.25
Civilians, boys under and men over military age.. .	..	....
Civilians, male.. . . .	..	....
Civilians, female.. . . .	3	18.75
	<hr/> 16	<hr/> 100.00



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## APPENDIX I

Order in Council P.C. 387, dated the 24th February, 1919, as amended by Order in Council (P.C. 2324) dated the 21st November, 1919, amended by Order in Council (P.C. 2139) dated the 15th September, 1920, and further amended by Order in Council (P.C. 2687) dated the 6th November, 1921.

Authority under which the Department of Soldiers' Civil Re-establishment may give treatment or training to former members of the Forces and may issue pay and allowances in connection therewith.

Whereas the Minister of Soldiers' Civil Re-establishment reports:—

That under Order in Council (P.C. 1366) dated 22nd June, 1918, certain powers were conferred upon the Department of Soldiers' Civil Re-establishment in respect to former members of the naval and military Forces of Canada, and His Majesty's Allies in the present war.

That experience has shown that it is necessary to modify certain of these powers, and to extend others.

That the question of providing retreatment for former members of the Forces in cases where the disability is not clearly due to service, has been considered by the department, and the following ruling has been made:—

“When any ex-soldier applies for retreatment, and it is questionable whether his disability is due to, or aggravated by service, the Unit Medical Director should give the ex-soldier the benefit of the doubt, if in his opinion, the general resistive power of the ex-soldier against disease has been lowered by war service to such a degree that it has induced the disability from which he suffers when he presents himself for retreatment.”

That on the return of a member of the Forces from overseas, it has been found in many cases that there is a lowered physical resistance, which sometimes results in a disability not directly attributable to war service, but which undoubtedly is indirectly caused thereby. It is considered that this lowered resistance will prevail for some time after the retirement or discharge of the former member of the Forces, and that the department should be empowered to grant treatment and medicine only, to all former members of the Forces who fall ill during the twelve months following the date of their retirement or discharge, when such treatment or medicine is not necessitated by a war disability.

That it may be pointed out that in Great Britain either through the Ministry of Pensions or through National Health Insurance, provision is made for the grant of free treatment for all disabilities, when such incapacitate a man for work.

And whereas it is expedient to authorize the Department of Soldiers' Civil Re-establishment, hereinafter called the department, as hereinafter set forth, such authority to supersede the authority granted under the Order in Council (P.C. 1366) dated 22nd June, 1918.

Therefore, His Excellency the Governor General in Council, under the powers vested in His Excellency by the War Measures Act, 1914, or by any other enabling authority, is pleased to order and it is hereby ordered as follows:—



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1. The provisions of the Order in Council of the 21st February, 1918 (P.C. 432) with respect to treatment and training, shall extend and apply to all persons who have served in the Canadian naval or military forces of His Majesty during the present war and who have been retired or discharged therefrom and who may now or hereafter be resident in Canada, and may, in the discretion of the department be extended to all persons who have served in the naval or military forces of His Majesty or any of His Majesty's Allies, during the present war and who have been retired or discharged therefrom and who may now or hereafter be resident in Canada and who were bona fide resident in Canada at the outbreak of the present war (hereinafter referred to as former members of the forces), subject as follows:—

Treatment  
and  
training  
persons  
eligible  
for.

(a) Any former member of the forces suffering from a disability, which in the opinion of a naval or military medical board or of a medical officer of the department, is due to or was aggravated by service, and which disability, in the opinion of such board or officer prevents such former member of the forces from obtaining or continuing employment, shall be entitled to medical or surgical treatment and to such allowances as are provided herein for former members of the forces suffering from a disability preventing employment.

(b) Any former member of the forces resident in Canada who, within twelve (12) months after retirement or discharge from the forces or, if he has been transferred to the department by the Department of Militia and Defence, or the Department of the Naval Service, for further continuance of treatment, within twelve (12) months of the completion of such treatment, requires medical or surgical treatment for a disability which is not due to or aggravated by service, shall be entitled to such medical or surgical treatment, provided that such disability is not due to vice or misconduct on the part of such former member of the forces, and that it shall be competent for a medical officer of the department to decide whether such disability is or is not due to such vice or misconduct; and provided also, that the granting of such treatment shall not entitle such former member of the forces to receive pay and allowances from the department, nor shall it be deemed in any way to entitle him to pension in respect of any disability not due to or aggravated by service.

(c) Any former member of the forces suffering from a disability which, in the opinion of a naval or military medical board, or of a medical officer of the department is due to or was aggravated by service, and which in the opinion of the Director of Vocational Training of the department, prevents such former member of the forces from returning to his previous trade or principal occupation, shall be entitled to retraining for a new occupation in accordance with the regulations of the department, and to such allowances as are provided herein for former members of the forces undergoing retraining.

2. The department may, from time to time, and in its discretion, make arrangements through the Officer Paying Imperial Pensions at Ottawa, or with the Government of any of His Majesty's Dominions for the treatment

Treatment  
and  
training  
provisions



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of H.M.  
Forces  
other  
than  
Canadian.

and training of all persons who have served in the naval and military forces of His Majesty other than those of the Canadian forces during the present war, and who have been retired or discharged therefrom and who may now or hereafter be resident in Canada, whether bona fide resident in Canada at the outbreak of the present war or not and may render accounts for the cost of such treatment or training and may, subject to such arrangements and to the provisions of clause 1, during the period of such treatment or training pay such persons and their dependents the allowances hereinafter set out.

Treatment  
and  
training  
arrange-  
ments for  
ex-members  
of C.E.F.  
outside of  
Canada.

3. The department, may from time to time, and in its discretion, make arrangements for the treatment and training of all persons who have served in the Canadian naval and military forces of His Majesty during the present war, and who have been retired or discharged therefrom and who may now or hereafter be stationed or resident outside of Canada, and may pay the cost of such treatment or training and may, subject to such arrangements and to the provisions of clause 1, during the period of such treatment or training, pay such persons and their dependents the allowances hereinafter set out.

Treatment  
and  
training  
provisions  
regarding  
ex-members  
of Allied  
Forces.

4. The department, with the approval of the Governor in Council, may from time to time, and in its discretion make arrangements with the Governments of His Majesty's Allies for the treatment and training of all persons who have served in the naval or military forces of His Majesty's Allies during the present war, and who have been retired or discharged therefrom and who may now or hereafter be resident in Canada, whether bona fide resident in Canada at the outbreak of the present war or not, and may render accounts for the cost of such arrangements and may subject to the provisions of clause 1, during the period of such treatment or training pay such persons and their dependents the allowances hereinafter set out.

Training  
allowances.  
to men  
without  
dependents.

5. The allowances payable while he is undergoing training by the department, for a former member of the forces who is without dependents shall be seventy-five dollars (\$75.00) per month.

Training  
allow-  
ances  
to men  
with  
partial  
depen-  
dents.

6. The allowances payable while he is undergoing training by the department for a former member of the forces, who has neither a wife nor any children, but who has a person or persons partially dependent upon him shall be seventy-five dollars (\$75.00) per month, and the department may in its discretion pay to such partially dependent person or persons such allowances as may, in the opinion of the department, be deemed necessary, provided that the total allowances paid to or on account of such partially dependent person or persons shall not exceed an amount of twenty-five dollars (\$25.00) per month.

Training  
allowances  
to married  
men.

7. The allowances payable while he is undergoing training by the department, for a former member of the forces, who has a wife, or a wife and child, or a wife and children, and for such dependent or dependents shall be as follows:—

(a) For such former member of the forces, one hundred dollars (\$100.00) per month.

(b) for one child, fifteen dollars (\$15.00) per month.



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- (c) for two children, twenty-seven dollars (\$27.00) per month.
- (d) for three children, thirty-seven dollars (\$37.00) per month.
- (e) for more than three children, thirty-seven dollars (\$37.00) per month plus ten dollars (\$10.00) per month for each child in excess of three.

Provided that the department shall pay direct to the wife the sum of fifty dollars (\$50.00) out of the amount payable to the former member of the forces plus the allowances for children.

8. The allowances payable, while he is undergoing training by the department, for a former member of the forces who is a widower with a child or children and for such dependent or dependents, shall be as follows:—

Training  
allowances  
to widowers  
with  
children.

- (a) For a former member of the forces and one child an amount not exceeding ninety-five dollars (\$95.00) a month.
- (b) for such former member of the forces and two children an amount not exceeding one hundred and five dollars (\$105.00) a month.
- (c) for such former member of the forces and three children, an amount not exceeding one hundred and fifteen dollars (\$115.00) a month.
- (d) for such former member of the forces and more than three children, one hundred and fifteen dollars (\$115.00) a month, plus ten dollars per month for each child in excess of three.

Provided that the department may in its discretion pay to a guardian or other person having charge of any such child or children, such portion of the amounts set forth in this clause as it may deem necessary and may deduct the amount so paid from the allowances payable to the former member of the forces.

9. The allowances payable, while he is undergoing training by the department, for a former member of the forces who has neither a wife nor any children, but who has a parent or parents, or a person or persons in the place of a parent or parents, or a brother or a sister, or brothers or sisters, any of whom are wholly or mainly dependent upon him for support, and for such dependent or dependents shall be as follows:—

Training  
allowances  
to men with  
dependents  
other than  
wife and  
children.

- (a) For such former member of the forces, seventy-five dollars (\$75.00) per month.
- (b) for such parent, an amount not exceeding twenty-five dollars (\$25.00) per month.
- (c) for such parent and one such brother or sister, an amount not exceeding forty dollars (\$40.00) per month.
- (d) for such parent and two such brothers or sisters, an amount not exceeding fifty-two dollars (\$52.00) per month.
- (e) for such parent and three such brothers or sisters, an amount not exceeding sixty-two dollars (\$62.00) per month.
- (f) for such parent, and more than three such brothers or sisters, sixty-two dollars (\$62.00) per month, plus ten dollars per month for each of such brothers or sisters in excess of three.



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- (g) for one such orphan brother or sister an amount not exceeding twenty dollars (\$20.00) per month.
- (h) for two such orphan brothers or sisters an amount not exceeding thirty dollars (\$30.00) per month.
- (i) for three such orphan brothers or sisters, an amount not exceeding forty dollars (\$40.00) per month.
- (j) for more than three such orphan brothers or sisters, forty dollars (\$40.00) per month, plus ten dollars (\$10.00) per month for each of such orphan brothers or sisters in excess of three.

Provided that if such former member of the forces has two parents wholly or mainly dependent upon him for support, one of them shall, for the purpose of estimating the allowances payable in respect of such dependents, be regarded as a brother or sister.

Training  
allow-  
ances are  
maximum.

10. The allowances set out in clauses (8) and (9) for children or widowers or for parents, or for brothers or sisters, shall, subject to the provisions of clause 13 be the maximum allowances payable for such dependents, but if in the discretion of the department, less amounts are sufficient for the maintenance of such persons the department may award such less amounts.

Training-  
limitation  
of payment  
under one  
clause  
only; what  
children  
may be  
included.

11. No allowances shall be payable while he is undergoing training by the department for a former member of the forces or for his dependent or dependents under more than one of clauses (5), (6), (7) and (9) but any person or persons to whom a former member of the forces who is undergoing treatment or training by the department stands in loco parentis shall, at the discretion of the department for the purpose of estimating the allowances payable to such former member of the forces and for such dependent or dependents, be regarded as his child or children.

Treatment  
and  
training-  
limitation  
of  
dependents.  
Department  
to decide  
dependency.

12. No allowances shall be payable while he is undergoing treatment or training by the department, for any dependent or dependents of a former member of the forces, other than those mentioned in clauses (6), (7), (8) (9) and (11), and the decision whether or not a person is dependent upon a former member of the forces shall rest with the department, and any allegation of dependency shall be corroborated by such evidence as may from time to time be required by the department.

Training  
deduction  
for sub-  
sistence.

13. (a) In cases where a former member of the forces, while undergoing training by the department, is subsisted by the department the sum of \$30.00 per month (to cover cost of such subsistence) shall be deducted from the pay and allowances of such former member of the forces, provided that when such former member of the forces has a dependent or dependents for whom allowances are payable under this Order in Council, and with whom he is residing at the commencement of his training by the department and owing, to his undergoing training is unable to continue to reside with such dependent or dependents, or finds it necessary, with the approval of the department to remove such dependent or dependents, to another place of residence, the sum of twenty-two dollars only shall be deducted, and the allowances payable to or on account of such dependent or dependents may in the discretion of the department be increased by \$8.00 per month.



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(b) In cases where a former member of the forces who while undergoing training is not subsisted by the department, and who has a dependent or dependents for whom allowances are payable under this Order in Council with whom he was residing at the commencement of his training, is, owing to his undergoing training, unable to continue to reside with such dependent or dependents or, finds it necessary, with the approval of the department to remove such dependent or dependents to another place in order to continue to reside with them the allowances payable for such former member of the forces under this Order in Council shall be increased by an amount of eight dollars per month, and the allowances payable to or on account of such dependent or dependents shall also be increased by an amount of eight dollars a month.

Training  
additional  
allow-  
ances in  
special  
cases.

14. The allowances payable, while he is undergoing treatment or training by the department, for a former member of the forces or for the wife of a former member of the forces shall be paid direct to him or her unless in the discretion of the department, it is deemed advisable to pay such allowances to such other person as the department may determine, and the allowances payable, while he is undergoing treatment or training by the department, for the dependent or dependents of a former member of the forces other than his wife, shall be paid to such person as the department may determine.

Treatment  
and  
training—  
manner of  
payment.

15. If a former member of the forces is unmarried or a widower at the time his training is approved by the department and marries during the progress of his training, the allowances for a married former member of the forces, shall be paid to him from the date of his marriage, or in the event of the interruption of his training on account of his marriage, from the date of the resumption of his training, instead of the allowances he or his dependents, if any, were receiving prior to his marriage.

Training—  
men  
married  
during.

16. (a) The allowances payable while he is undergoing treatment by the department for a former member of the forces passed immediately on discharge by the Department of Militia and Defence or by the Department of the Naval Service to the department for further treatment which prevents him from obtaining employment, and for a former member of the forces who is accepted by the department for treatment for a recurrence of disability due to or aggravated by service which prevents him from obtaining or continuing employment and for his dependent or dependents shall be as per the following schedules:—

Treatment—  
pay and  
allow-  
ances.

## SCHEDULE 1.—SINGLE MAN IN HOSPITAL.

Private, Bombardier, 2nd Corporal and Corporal, thirtyeight dollars (\$38.00) per month.  
Sergeant, forty-five dollars (\$45.00) per month.  
Squadron, Battery or Company Q.M. Sergeant, Orderly Room Clerk, Pay Sergeant, fifty-one dollars (\$51.00) per month.  
Squadron, Battery or Company Sergeant-Major, Colour-Sergeant, Staff-Sergeant, fifty-four dollars (\$54.00) per month.  
R. Q. M. Sergeant, sixty dollars (\$60.00) per month.  
Sergeant-Major (without warrant), sixty-one dollars and fifty cents (\$61.50) per month.  
Sergeant-Major (Warrant Officer), sixty-nine dollars (\$69.00) per month.  
Lieutenant, ninety dollars (\$90) per month.  
Captain, one hundred and thirteen dollars (\$113.00) per month.  
Major, one hundred and forty-three dollars (\$143.00) per month.  
Lieutenant-Colonel, one hundred and eighty dollars and fifty cents (\$180.50) per month.  
Colonel, two hundred and eighteen dollars (\$218.00) per month.  
Brigadier-General (Commanding Brigade) four hundred and twenty-three dollars (\$423.00) per month.  
Major-General (Commanding Division) six hundred and sixty-three dollars (\$663.00) per month.



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## SCHEDULE 2.—SINGLE MAN AT HOME.

Private, Bombardier, 2nd Corporal and Corporal, sixty-eight dollars (\$68.00) per month.  
 Sergeant, sixty-nine dollars (\$69.00) per month.  
 Squadron, Battery or Company Q.M. Sergeant, Orderly Room Clerk, Pay Sergeant, seventy-five dollars, (\$75.00) per month.  
 Squadron, Battery or Company Sergeant-Major, Colour-Sergeant, Staff-Sergeant seventy-eight dollars (\$78.00) per month.  
 R. Q. M. Sergeant, eighty-four dollars (\$84.00) per month.  
 Sergeant-Major (without warrant), eight-five dollars and fifty cents (\$85.50) per month.  
 Sergeant-Major (Warrant Officer), ninety-three dollars (\$93.00) per month.  
 Lieutenant, one hundred and thirty-four dollars (\$134.00) per month.  
 Captain, one hundred and sixty-four dollars (\$164.00) per month.  
 Major, one hundred and ninety-four dollars (\$194.00) per month.  
 Lieutenant-Colonel, two hundred and thirty-one dollars and fifty cents (\$231.50) per month.  
 Colonel, two hundred and sixty-nine dollars (\$269.00) per month.  
 Brigadier-General (Commanding Brigade), four hundred and seventy-three dollars (\$473.00) per month.  
 Major-General (Commanding Division), seven hundred and thirteen dollars (\$713.00) per month.

## SCHEDULE 3.—MARRIED MAN IN HOSPITAL.

Private, Bombardier, 2nd Corporal and Corporal—  
 Wife only, seventy-nine dollars (\$79.00) per month.  
 Wife and one child, eighty-eight (\$88.00) per month.  
 Wife and two children, ninety-seven dollars (\$97.00) per month.  
 Wife and three children, one hundred and five dollars (\$105.00) per month.  
 Wife and four children, one hundred and thirteen dollars (\$113.00) per month.  
 Wife and five children, one hundred and twenty-one dollars (\$121.00) per month.  
 Wife and six children, one hundred and thirty dollars (\$130.00) per month.  
 Sergeant—  
 Wife only, eighty-five dollars (\$85.00) per month.  
 Wife and one child, ninety-four dollars (\$94.00) per month.  
 Wife and two children, one hundred and one dollars (\$101.00) per month.  
 Wife and three children, one hundred and six dollars (\$106.00) per month.  
 Wife and four children, one hundred and thirteen dollars (\$113.00) per month.  
 Wife and five children, one hundred and twenty-one dollars (\$121.00) per month.  
 Wife and six children, one hundred and thirty dollars (\$130.00) per month.  
 Squadron, Battery or Company Q.M. Sergeant, Orderly Room Clerk, Pay Sergeant—  
 Wife only, ninety-one dollars (\$91.00) per month.  
 Wife and one child, one hundred dollars (\$100.00) per month.  
 Wife and two children, one hundred and seven dollars (\$107.00) per month.  
 Wife and three children, one hundred and twelve dollars (\$112.00) per month.  
 Wife and four children, one hundred and seventeen dollars (\$117.00) per month.  
 Wife and five children, one hundred and twenty-two dollars (\$122.00) per month.  
 Wife and six children, one hundred and thirty dollars (\$130.00) per month.  
 Squadron, Battery or Company Sergeant-Major, Colour-Sergeant, Staff-Sergeant—  
 Wife only, ninety-four dollars (\$94.00) per month.  
 Wife and one child, one hundred and three dollars (\$103.00) per month.  
 Wife and two children, one hundred and ten dollars (\$110.00) per month.  
 Wife and three children, one hundred and fifteen dollars (\$115.00) per month.  
 Wife and four children, one hundred and twenty dollars (\$120.00) per month.  
 Wife and five children, one hundred and twenty-five dollars (\$125.00) per month.  
 Wife and six children, one hundred and thirty dollars (\$130.00) per month.  
 R. Q. M. Sergeant—  
 Wife only, one hundred dollars (\$100.00) per month.  
 Wife and one child, one hundred and nine dollars (\$109.00) per month.  
 Wife and two children, one hundred and sixteen dollars (\$116.00) per month.  
 Wife and three children, one hundred and twenty-one dollars (\$121.00) per month.  
 Wife and four children, one hundred and twenty-six dollars (\$126.00) per month.  
 Wife and five children, one hundred and thirty-one dollars (\$131.00) per month.  
 Wife and six children, one hundred and thirty-five dollars (\$135.00) per month.



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## Sergeant-Major (without warrant)—

- Wife only, one hundred and one dollars and fifty cents (\$101.50) per month.
- Wife and one child, one hundred and ten dollars and fifty cents (\$110.50) per month.
- Wife and two children, one hundred and seventeen dollars and fifty cents (\$117.50) per month.
- Wife and three children, one hundred and twenty-two dollars and fifty cents (\$122.50) per month.
- Wife and four children, one hundred and twenty-seven dollars and fifty cents (\$127.50) per month.
- Wife and five children, one hundred and thirty-two dollars and fifty cents (\$132.50) per month.
- Wife and six children, one hundred and thirty-six dollars and fifty cents (\$136.50) per month.

## Sergeant-Major (Warrant Officer)—

- Wife only, one hundred and fourteen dollars (\$114.00) per month.
- Wife and 1 child, one hundred and twenty-three dollars (\$123.00) per month.
- Wife and 2 children, one hundred and thirty dollars (\$130.00) per month.
- Wife and 3 children, one hundred and thirty-five dollars (\$135.00) per month.
- Wife and 4 children, one hundred and forty dollars (\$140.00) per month.
- Wife and 5 children, one hundred and forty-five dollars (\$145.00) per month.
- Wife and 6 children, one hundred and forty-nine dollars (\$149.00) per month.

## Lieutenant—

- Wife only, one hundred and thirty dollars (\$130.00) per month.
- Wife and 1 child, one hundred and thirty dollars (\$130.00) per month.
- Wife and 2 children, one hundred and thirty dollars (\$130.00) per month.
- Wife and 3 children, one hundred and thirty-five dollars (\$135.00) per month.
- Wife and 4 children, one hundred and forty dollars (\$140.00) per month.
- Wife and 5 children, one hundred and forty-five dollars (\$145.00) per month.
- Wife and 6 children, one hundred and forty-nine dollars (\$149.00) per month.

## Captain—

- Wife only, or wife and one or more children, one hundred and fifty-three dollars (\$153.00) per month.

Major—Wife only, or wife and one or more children, one hundred and ninety-three dollars (\$193.00) per month.

Lieutenant-Colonel—Wife only, or wife and one or more children, two hundred and forty dollars and fifty cents (\$240.50) per month.

Colonel—Wife only, or wife and one or more children, two hundred and seventy-eight dollars (\$278.00) per month.

Brigadier-General (Commanding Brigade)—Wife only, or wife and one or more children, four hundred and eighty-two dollars (\$482.00) per month.

Major-General (Commanding Division)—Wife only, or wife and one or more children, seven hundred and twenty-two dollars (\$722.00) per month.

## SCHEDULE 4.—MARRIED MAN AT HOME.

## Private—

- Wife only, ninety-seven dollars (\$97.00) per month.
- Wife and 1 child, one hundred and eight dollars (\$108.00) per month.
- Wife and 2 children, one hundred and twenty dollars (\$120.00) per month.
- Wife and 3 children, one hundred and thirty dollars (\$130.00) per month.
- Wife and 4 children, one hundred and forty dollars (\$140.00) per month.
- Wife and 5 children, one hundred and fifty dollars (\$150.00) per month.
- Wife and 6 children, one hundred and sixty dollars (\$160.00) per month.

## Bombardier and 2nd Corporals—

- Wife only, ninety-eight dollars and fifty cents (\$98.50) per month.
- Wife and 1 child, one hundred and eight dollars (\$108.00) per month.
- Wife and 2 children, one hundred and twenty dollars (\$120.00) per month.
- Wife and 3 children, one hundred and thirty dollars (\$130.00) per month.
- Wife and 4 children, one hundred and forty dollars (\$140.00) per month.
- Wife and 5 children, one hundred and fifty dollars (\$150.00) per month.
- Wife and 6 children, one hundred and sixty dollars (\$160.00) per month.

## Corporal—

- Wife only, one hundred dollars (\$100.00) per month.
- Wife and 1 child, one hundred and nine dollars (\$109.00) per month.
- Wife and 2 children, one hundred and twenty dollars (\$120.00) per month.
- Wife and 3 children, one hundred and thirty dollars (\$130.00) per month.
- Wife and 4 children, one hundred and forty dollars (\$140.00) per month.
- Wife and 5 children, one hundred and fifty dollars (\$150.00) per month.
- Wife and 6 children, one hundred and sixty dollars (\$160.00) per month.

## Sergeant—

- Wife only, one hundred and nine dollars (\$109.00) per month.
- Wife and 1 child, one hundred and eighteen dollars (\$118.00) per month.
- Wife and 2 children, one hundred and twenty-five dollars (\$125.00) per month.
- Wife and 3 children, one hundred and thirty dollars (\$130.00) per month.
- Wife and 4 children, one hundred and forty dollars (\$140.00) per month.
- Wife and 5 children, one hundred and fifty dollars (\$150.00) per month.
- Wife and 6 children, one hundred and sixty dollars (\$160.00) per month.



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- Squadron, Battery or Company Q. M. Sergeant, Orderly Room Clerk, Pay Sergeant—  
 Wife only, one hundred and fifteen dollars (\$115.00) per month.  
 Wife and 1 child, one hundred and twenty-four dollars (\$124.00) per month.  
 Wife and 2 children, one hundred and thirty-one dollars (\$131.00) per month.  
 Wife and 3 children, one hundred and thirty-six dollars (\$136.00) per month.  
 Wife and 4 children, one hundred and forty-one dollars (\$141.00) per month.  
 Wife and 5 children, one hundred and fifty dollars (\$150.00) per month.  
 Wife and 6 children, one hundred and sixty dollars (\$160.00) per month.
- Squadron, Battery or Company Sergeant-Major, Colour-Sergeant, Staff Sergeant—  
 Wife only, one hundred and eighteen dollars (\$118.00) per month.  
 Wife and 1 child, one hundred and twenty-seven dollars (\$127.00) per month.  
 Wife and 2 children, one hundred and thirty-four dollars (\$134.00) per month.  
 Wife and 3 children, one hundred and thirty-nine dollars (\$139.00) per month.  
 Wife and 4 children, one hundred and forty-four dollars (\$144.00) per month.  
 Wife and 5 children, one hundred and fifty dollars (\$150.00) per month.  
 Wife and 6 children, one hundred and sixty dollars (\$160.00) per month.
- R. Q. M. Sergeant—  
 Wife only, one hundred and twenty-four dollars (\$124.00) per month.  
 Wife and 1 child, one hundred and thirty-three dollars (\$133.00) per month.  
 Wife and 2 children, one hundred and forty dollars (\$140.00) per month.  
 Wife and 3 children, one hundred and forty-five dollars (\$145.00) per month.  
 Wife and 4 children, one hundred and fifty dollars (\$150.00) per month.  
 Wife and 5 children, one hundred and fifty-five dollars (\$155.00) per month.  
 Wife and 6 children, one hundred and sixty dollars (\$160.00) per month.
- Sergeant-Major (without warrant)—  
 Wife only, one hundred and twenty-five dollars and fifty cents (\$125.50) per month.  
 Wife and 1 child, one hundred and thirty-four dollars and fifty cents (\$134.50) per month.  
 Wife and 2 children, one hundred and forty-one dollars and fifty cents (\$141.50) per month.  
 Wife and 3 children, one hundred and forty-six dollars and fifty cents (\$146.50) per month.  
 Wife and 4 children, one hundred and fifty-one dollars and fifty cents (\$151.50) per month.  
 Wife and 5 children, one hundred and fifty-six dollars and fifty cents (\$156.50) per month.  
 Wife and 6 children, one hundred and sixty dollars and fifty cents (\$160.50) per month.
- Sergeant-Major (Warrant Officer)—  
 Wife only, one hundred and thirty-eight dollars (\$138.00) per month.  
 Wife and 1 child, one hundred and forty-seven dollars (\$147.00) per month.  
 Wife and 2 children, one hundred and fifty-four dollars (\$154.00) per month.  
 Wife and 3 children, one hundred and fifty-nine dollars (\$159.00) per month.  
 Wife and 4 children, one hundred and sixty-four dollars (\$164.00) per month.  
 Wife and 5 children, one hundred and sixty-nine dollars (\$169.00) per month.  
 Wife and 6 children, one hundred and seventy-three dollars (\$173.00) per month.
- Lieutenant—Wife only, or wife and one or more children, one hundred and seventy-four dollars (\$174.00) per month.
- Captain—Wife only, or wife and one or more children, two hundred and four dollars (\$204.00) per month.
- Major—Wife only, or wife and one or more children, two hundred and forty-four dollars (\$244.00) per month.
- Lieutenant-Colonel—Wife only, or wife and one or more children, two hundred and ninety-one dollars and fifty cents (\$291.50) per month.
- Colonel—Wife only, or wife and one or more children, three hundred and twenty-nine dollars (\$329.00) per month.
- Brigadier-General (Commanding Brigade)—Wife only, or wife and one or more children, five hundred and thirty-three dollars (\$533.00) per month.
- Major-General (Commanding Division)—Wife only, or wife and one or more children, seven hundred and seventy-three dollars (\$773.00) per month.

(b) Provided that the allowances set forth in this clause shall not apply to or in respect of former members of the Canadian forces who are residing in, and require medical treatment in any country outside of Canada with the Government of which the department has a reciprocal arrangement under which former members of the Canadian forces are to receive the same pay and allowances while undergoing medical treatment as former members of the forces of the said country.



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Provided also that the allowances in respect of dependents or such lesser amounts as may be determined by the department, may be payable to, or in respect of other dependents of a former member of the forces than a wife or children if such dependents would be entitled to the same had the former member of the forces been reattested as a member of the forces.

Provided further that if the allowances set forth in this clause, owing to their being based on a thirty-day month, or for any other reason, are less than the allowances which would have been payable to any former member of the forces or to his dependents (had such former member of the forces been reattested as a member of the forces or had such former member of the forces remained under the jurisdiction of the Department of Militia and Defence or the Department of the Naval Service), at the rank held by him on retirement or discharge, the pay and allowances of rank to which such former member of the forces and his dependents would in such event have been entitled shall be payable in lieu of the allowances herein set forth.

(c) The allowances as per the schedules contained in this clause shall be payable in the following manner:—

*Schedule 1.*—The former member of the forces shall receive ten dollars (\$10.00) per month for his own use and the balance shall be held by the department to his credit until the conclusion of treatment.

*Schedule 2.*—The former member of the forces who is an out-patient shall receive the whole amount due to him.

*Schedule 3.*—The former member of the forces shall receive ten dollars (\$10.00) per month for his own use, there shall be held by the department to his credit three dollars (\$3.00) per month until the conclusion of treatment, and the balance above thirteen dollars (\$13.00) per month shall be paid direct to his dependents.

*Schedule 4.*—The former member of the forces shall receive thirteen dollars (\$13.00) per month and the balance shall be paid direct to his dependents.

Provided that the department may in its discretion hold to the credit of a former member of the forces a larger or smaller proportion of the monthly allowance than is set forth herein, or may pay the whole or any part to the former member of the forces or to his dependents.

17. (a) When a former member of the forces not in receipt of allowances under any of clauses (5), (6), (7), (8), (9), or (16), is directed by an officer of the department or by a medical practitioner acting under the authority of the department, to report at an institution for examination or observation, or is directed by an officer of the department to report to an institution or other place for repairs to or replacement of an artificial limb or other orthopaedic appliance, or is directed by a dental officer of the department, or by a dental practitioner acting under authority of the department, to report at an institution or other place for dental treatment, or is directed by a vocational officer of the department to report at a specified place for the purpose of an interview, such former member of the forces shall be entitled to receive the following allowances, provided that the time occupied shall not be longer than fourteen (14) days:—

Allowances for men called in for medical examination and renewals of orthopaedic appliances.

Return transportation, first-class, with sleeping berth if necessary.



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Five dollars (\$5.00) per day of 24 hours for actual time occupied in travelling by the most direct route to and from, and for actual time detained in the town where hospital, institution or place to which the former member of the forces is directed to report is situated, made up as follows:—

7 P.M. to 1 A.M...	\$1.00
1 A.M. to 7 A.M...	1.00
7 A.M. to 1 P.M...	1.50
1 P.M. to 7 P.M...	1.50

Provided (a) that if sleeping berth has been provided, or if the institution or other place to which such former member of the forces is directed to report is in the same town as or is contiguous to his place of residence, he shall not be paid the allowances payable for the period between 7 p.m. and 7 a.m., and (b) that if he is furnished with subsistence (bed and maintenance) at a hospital or other institution he shall be paid at the rate of \$2.00 per day only reckoning from 7 a.m. to 7 p.m.

(b) When it is necessary for a former member of the forces not in receipt of allowances under any of clauses (5), (6), (7), (8), (9), or (16), to remain at an institution for observation or for repairs to his artificial limb or other orthopædic appliance or should the repairs to his artificial limb or other orthopædic appliance take such time as to keep him from his home or prevent him from following any remunerative occupation for longer than fourteen (14) days, he shall, after the fourteenth day be paid the amount of allowances set forth in clause (16) hereof, less the amount of pension, if any, paid to or in respect of himself or his dependents.

(c) When a former member of the forces who is undergoing treatment or training and is in receipt of allowances for such is directed by an officer of the department to report at an institution or other place for examination, or for treatment, or for repairs to or replacements of an artificial limb or other orthopædic appliance, or for an interview, his allowances, subject to clause (21) shall continue and he shall be entitled to receive:—

- 1. Transportation, first-class, with sleeping berth if necessary, between the points of movement.
- 2. Meals in transit, if necessary, \$1.00 each.
- 3. Payment of any reasonable expenses, which he may incur provided that such expenses are authorized and approved by an officer of the department prior to their being incurred.

(d) When a former member of the forces who has undergone treatment or training and has been in receipt of allowances for such is directed by an officer of the department upon completion of treatment or training to return to his home or customary place of residence, he shall be entitled to receive:—

- 1. Transportation, first-class, with sleeping berth, if necessary, to the point from which he reported for treatment or training.
- 2. Meals in transit, if necessary at \$1.00 each.
- 3. Payment of such other reasonable expenses which he may incur, provided such expenses are authorized and approved by an officer of the department prior to their being incurred.



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18. When a former member of the forces not in receipt of allowances under any of clauses (6), (7), (8), or (16) whose disability does not prevent him from obtaining or continuing employment, requires out-patient treatment, he shall be entitled to receive such treatment from the department and to receive such medicine as he may need. He shall not be entitled to receive the allowances set forth in clause 16 hereof, but if attendance for such treatment or medicine causes such former member of the forces a monetary loss he shall be entitled in the discretion of the department to be reimbursed for such loss provided that the amount shall not exceed one dollar (\$1.00) for each attendance for treatment together with reasonable travelling expense.

Treatment—  
out-  
patients,  
Class 2.

19. When a former member of the forces commences training by the department, no further payment or payments of pension and allowances by the Board of Pension Commissioners or the Pension and Claims Board other than the payment or payments of such pension and allowances to the date of the commencement of training, shall be made to such former member of the forces, and the allowances payable under the authority of this Order in Council shall commence from the date of such commencement of training provided that if a payment or payments of pension is or are received by a man during his period of training the department shall have authority to deduct the amount of such payment under the authority of this Order in Council, and provided also that at the conclusion of his training by the department, the Board of Pension Commissioners shall continue pension allowance or gratuity if any, at such rate as they may then determine as from the day following the day on which the training of such former member of the forces was concluded.

Training—  
stoppage  
and con-  
tinuation  
of pension.

20. When a former member of the forces is accepted for treatment by the department, and is entitled to the allowances set forth in clause (16) hereof, there shall be deducted from each payment of such allowances the amount of pension, if any, to which he or his dependents may be entitled from the Board of Pension Commissioners or the Pension and Claims Board for the period for which he is undergoing treatment, such deduction being made from the amounts payable to the man himself or his dependents, or both in the discretion of the department.

Treatment—  
Pension to  
continue.

21. If a former member of the forces who is undergoing training by the department requires institutional treatment during the period of his training, his training allowances and the allowances of his dependent or dependents may be continued during the period of such institutional treatment, subject to deduction as set forth in clause (13) provided that the payment of such allowances by the department during the period of such treatment shall be suspended if the treatment is made necessary by misconduct, provided also that at any time the former member of the forces may be transferred from training allowances to treatment allowances at the discretion of the department.

Treatment  
and  
training—  
Institu-  
tional  
treatment  
for men  
undergoing  
training.

22. If a naval or military medical board or a medical officer of the department reports that a former member of the forces shall undergo treatment and such former member of the forces unreasonably refuses to undergo such treatment or if by any reason of the misconduct of such former member of the forces while undergoing treatment it is necessary in the dis-

Treatment—  
men re-  
fusing to  
undergo  
treatment,  
misconduct.



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cretion of the department to discontinue such treatment, the pension to which he or his dependents would otherwise be entitled may, in the discretion of the Board of Pension Commissioners for Canada, be reduced or refused and any post discharge pay or war service gratuity to which former member of the forces and his dependents at the time such report is received, or such treatment is discontinued by the department may be entitled, may be withheld until the department has certified to the officer in charge of post discharge pay that such former member of the forces has undergone and completed to the satisfaction of the department the treatment so recommended or that such misconduct has been excused. The decision as to what under the provisions of this clause constitutes unreasonable refusal or misconduct shall rest with the department and its decision shall be final.

Treatment  
and  
training—  
Post-  
treatment  
and  
training  
allow-  
ances.

23. (1) The payment of allowances authorized by this Order in Council may be continued for one month after the completion of training of a former member of the forces, provided that (a) in the opinion of the department his conduct while undergoing training has been satisfactory, (b) his training has occupied a longer period than two months, (c) in the opinion of the department such continuation of payment is necessary to assist him in obtaining employment or to tide him over a period of temporary difficulty.

(2) The payment of allowances authorized by this Order in Council may be continued for one month after the completion of treatment of a former member of the forces, provided that (a) in the opinion of the department his conduct, while undergoing treatment, has been satisfactory, (b) his treatment has occupied a longer period than two months, (c) he is not entitled to any payment of war service gratuity, (d) in the opinion of the department such continuation of payment is necessary to assist him in obtaining employment or to tide him over a period of temporary difficulty.

Department's  
require-  
ments  
to be  
observed in  
Discharges.

24. In carrying out the retirement or discharge of any person who has served in the Canadian naval or military forces of His Majesty during the present war the requirements of the Department of Soldiers' Civil Re-establishment shall so far as possible be complied with.

Treatment  
and  
training—  
Depart-  
ment's  
discip-  
linary  
powers and  
regulations.

25. The department shall have power to make regulations respecting the administration and discipline of, and allowances payable for, a former member of the forces while undergoing treatment or training by the department and the allowances payable for his dependent or dependents and all deductions from or cancellations of such allowances for the purpose of discipline, and to require that before becoming entitled to treatment or training by the department a former member of the forces shall sign a document agreeing while undergoing treatment or training to submit to all such regulations.

Treatment  
and  
training—  
age limit  
child de-  
pendents.

26. No allowances shall be paid under authority of this Order in Council for any child or brother or sister of any former member of the forces who, if a boy is over the age of 16, or, if a girl is over the age of 17 years, provided, that if the child or brother or sister is unable owing to physical or mental infirmity to provide for its maintenance the allowances may be continued until such child or brother or sister has attained



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the age of 21 years. Provided also that no allowances shall be paid in respect of a child or brother or sister after the marriage of such child or brother or sister.

27. The provisions of the Order in Council P.C. 1366 dated the 22nd June, 1918, are hereby rescinded as from the first day of March, 1919, but the allowances which at the date of this Order in Council are being paid under the provisions of P.C. 976, dated the 12th April, 1917, to a former member of the forces undergoing training and to his dependent or dependents may in the discretion of the department continue to be paid until his training has been completed.

Cancellation of previous Orders in Council.

28. The decision of a naval or military medical board or of a medical officer of the department under the provisions of clause (1) and the decision of the department under the provisions of clauses (1), (6), (10), (11), (12), (13), (14), (16), (18), (20), (21), (22), (23), (27), (29) and (30), and the decision of the Board of Pension Commissioners for Canada under the provisions of clause (22) shall be final.

Treatment and training—Departmental decision final.

29. The provisions of this Order in Council shall not apply to any former member of the forces who is certified by a naval or military medical board or a medical officer of the department to be insane, provided that an out-patient of a hospital for the insane may in the discretion of the department be paid the allowances set forth in clause 16 hereof.

Insane former members of the forces.

30. The provisions of this Order in Council and of the Order in Council of the 21st February, 1918 (P.C. 432) shall not, unless the department otherwise directs, extend and apply to any person who has served in the naval and military forces of His Majesty during the present war who—

Treatment and training—to whom Order in Council does not apply.

- (a) has been cashiered or dismissed the service by sentence of court-martial;
- (b) has been deprived of his commission or warrant by reason of misconduct;
- (c) has been called upon to retire or to resign his commission or warrant by reasons of misconduct;
- (d) has been discharged, having been sentenced to be discharged with ignominy, or in the naval forces with or without disgrace;
- (e) has been discharged, having been sentenced to penal servitude or having been sentenced by court-martial to imprisonment for two years or more;
- (f) has been discharged during his service, having been convicted by the civil power of an offence punishable by imprisonment for more than two years committed either before or after enlistment; or
- (g) has been discharged for misconduct, or to any person who has served in the naval or military forces of any of His Majesty's Allies during the present war, who has been retired or discharged on any like ground.

31. The provisions of this Order in Council shall be operative from the 1st day of September, 1920, and the allowances hereby authorized for men undergoing training shall include expenses of transportation, to and from places of training, and meals, except as provided in clauses (13) and (17) hereof; and the allowances hereby authorized for men undergoing treatment shall be increased by seven dollars (\$7.00) per month in accordance with Order in Council P.C. 1549 dated the 22nd June, 1920.



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## APPENDIX II

Order in Council (P.C. 1993) dated the 28th September, 1918, re-enacted by Order in Council (P.C. 2324) dated the 21st November, 1919, and amended by Order in Council (P.C. 2139) dated the 15th September, 1920.

**Authority under which the Department of Soldiers' Civil Re-establishment may deal with insane former members of the forces.**

Whereas by Bill 12, introduced in the 1st Session, 13th Parliament, 8-9 George V, 1918, intituled "An Act respecting the Department of Soldiers' Civil Re-establishment,"

"the management and control of all matters relating to the re-establishment in civil life and activities of all persons who have served in the naval or military forces of His Majesty or any of His Majesty's Allies during the present war and the dependents of such persons, and the administration of any statutes or of any regulations or orders enacted or made by the Governor in Council for such purpose,"

was conferred upon the Minister of Soldiers' Civil Re-establishment;

And whereas under Order in Council of the 21st February, 1918 (P.C. 433) the Invalided Soldiers' Commission, then known as the Military Hospitals Commission, now a branch of the Department of Soldiers' Civil Re-establishment, was charged with the care and treatment of former members of the Canadian Expeditionary Force suffering from insanity or who are mentally deficient;

And whereas by Order in Council P.C. 3433, dated the 22nd December, 1917, regulations were made regarding the treatment and care of members of the Canadian Expeditionary Force who had become insane during, or as a result of, military service;

And whereas by P.C. 462, dated 2nd March, 1918, regulations were made regarding the treatment and care of insane officers and men of the Naval Service who had become insane during, or as a result of, their service with the Department of Naval Service;

And whereas owing to the reorganization of the Invalided Soldiers' Commission under the Department of Soldiers' Civil Re-establishment, and the regulations now in force that members of the Canadian Expeditionary Force who are found to be mentally deficient or insane should be retired or discharged from such force as soon as practicable after their return from overseas or after their condition has been diagnosed;

Therefore His Excellency the Governor General in Council, on the recommendation of the Minister of Soldiers' Civil Re-establishment, is pleased to order as follows:—

The Orders in Council P.C. 3433, dated the 22nd day of December, 1917, and P.C. 462, dated the 2nd day of March, 1918, are hereby rescinded and the following substituted therefor:—

1. Whenever the term "former member of the forces" is used herein it shall apply to all persons who have served in the Canadian naval or military forces of His Majesty during the present war and who have been retired or discharged therefrom, and who may now or hereafter be resident in Canada, and whenever the term "dependents" is used it shall apply only to such persons as are classed as dependents under the authority granted to the Board of Pension Commissioners for Canada.



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2. Insane members of the Canadian naval and military forces shall be retired or discharged from the naval or military forces as soon as possible after their return from overseas or after their condition has been diagnosed and shall, subject to arrangements with the Department of Soldiers' Civil Re-establishment and at its option, be sent to an institution operated by that department or to a provincial hospital for the insane in the province in which they were domiciled before enlistment, the Department of Soldiers' Civil Re-establishment being immediately notified as to disposition made of such former members of the forces.

3. The Department of Soldiers' Civil Re-establishment shall have authority to operate such hospitals for the insane as may be deemed necessary and may make such arrangements with the Provincial Governments for the care and treatment of insane former members of the forces in provincial hospitals for the insane as may be necessary.

4. "Former members of the forces who are insane may be divided into three classes as follows:—

A. Retired or discharged owing to insanity entirely caused by service.

B. Retired or discharged owing to insanity only partially caused by service, and

C. Retired or discharged owing to insanity not in any way caused by service.

Each of these classes may be subdivided as follows:—

(1) With dependents.

(2) Without dependents.

*Classes A and B.*—Former members of the forces retired or discharged owing to insanity entirely caused by service, or partially caused by service.

(1) With dependents: (a) The former member of the forces shall be maintained by the Department of Soldiers' Civil Re-establishment. (b) His dependents shall be paid by the Department of Soldiers' Civil Re-establishment a sum equal to the amount of pension which would be payable to them if he had died on active service. (c) Should he be certified to have recovered from his insanity the amounts which would have been paid to him and his dependents had he been receiving treatment for a disability other than mental shall be computed and there shall be deducted therefrom the amounts which have been paid to or in respect of his dependents and the amounts which have been paid for or in respect of clothing and comforts and other expenses for the man himself, other than maintenance, and the balance shall be paid to him in one sum or spread over a period at the discretion of the Department of Soldiers' Civil Re-establishment, provided that no amounts other than those set forth in subsection (b) of this paragraph, shall be payable to his dependents or his estate, should he die while undergoing treatment.

(2) Without dependents: (a) The former member of the forces shall be maintained by the Department of Soldiers' Civil Re-establishment. (b) Should he be certified to have recovered from his insanity, the amounts which would have been paid to him had he been receiving treatment for a disability other than mental, shall be computed and there shall be deducted therefrom the amounts which have been paid for or in respect of clothing and comforts and other expenses, other than maintenance, and the balance shall be paid to him in one sum, or spread over a period at the discretion of the Department of Soldiers' Civil Re-establishment provided that no amounts shall be payable to his estate, should he die while undergoing treatment.

*Class C.*—Former members of the forces retired or discharged owing to insanity not in any way caused by service.

The former member of the forces shall be maintained by the Department of Soldiers' Civil Re-establishment. No allowances shall be paid to his dependents, if any, and no amount shall be paid to him, should he recover.



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5. If a legal guardian or curator has been appointed to administer the affairs of an insane former member of the forces and the Department of Soldiers' Civil Re-establishment has been relieved of responsibility for his care and maintenance, he shall be awarded a pension by the Board of Pension Commissioners for Canada commencing on the day following the day on which the Department of Soldiers' Civil Re-establishment has ceased to maintain and care for him and the whole of such pension shall be paid by the Board of Pension Commissioners to such guardian or curator provided that in the discretion of the Board of Pension Commissioners the whole of such pension may be paid to a person who has not been appointed legal guardian or curator, but who has been appointed administrator.

6. (a) When a former member of the forces who has been undergoing treatment in a hospital for the insane under the Department of Soldiers' Civil Re-establishment has recovered sufficiently to be allowed to pass under his own control the local representative of that department shall forward to the Board of Pension Commissioners the proceedings of the Board of Medical Officers certifying to such recovery and the Board of Pension Commissioners shall then award pension, allowance or gratuity, if any, to commence on the day following the day of the release by the Department of Soldiers' Civil Re-establishment of such former member of the forces. (b) The amount, if any, standing to his credit on the books of the Department of Soldiers' Civil Re-establishment shall be paid to him.

7. (a) The pension granted to a former member of the forces at present undergoing treatment in a hospital for the insane shall at a date to be set by the Department of Soldiers' Civil Re-establishment be cancelled and the provisions of this Order in Council shall then apply to such former member of the forces and to his dependents, if any. (b) Any amount standing to the credit of such former member of the forces on the books of the Board of Pension Commissioners shall be transferred to his credit on the books at the head office of the Department of Soldiers' Civil Re-establishment.

8. The Department of Soldiers' Civil Re-establishment may from time to time, and in its discretion, make arrangements with the Governments of any of His Majesty's dominions for the maintenance of insane persons who have served in the naval and military forces of His Majesty other than those of the Canadian forces during the present war and who have been retired or discharged therefrom and who may now or hereafter be resident in Canada, whether *bona fide* residents in Canada at the outbreak of the present war or not, and may render accounts for such maintenance.

9. The Department of Soldiers' Civil Re-establishment, with the approval of the Governor in Council, may from time to time, and in its discretion, make arrangements with the Governments of His Majesty's Allies for the maintenance of insane persons who have served in the naval or military forces of His Majesty's Allies and who have been retired or discharged therefrom and who may now or hereafter be resident in Canada, whether *bona fide* residents in Canada at the outbreak of the present war or not, and may render accounts for the cost of such maintenance.

10. The provisions of Order in Council P.C. 1366, dated the 22nd day of June, 1918, regarding pay and allowances of men undergoing treatment in hospitals under the Department of Soldiers' Civil Re-establishment shall not apply to former members of the forces who are undergoing treatment for insanity.

11. The Department of Soldiers' Civil Re-establishment may arrange with the superintendents of hospitals for the insane for an allowance to be made to former



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members of the forces interned in such hospitals for the insane for the purpose of purchasing clothing, tobacco or other comforts and the amount of such allowance shall be charged against the former member of the forces on the books of the Department of Soldiers' Civil Re-establishment and shall be deducted from any amounts payable to him should he recover, but in the event of his non-recovery it shall be written off.

•  
RODOLPHE BOUDREAU,

*Clerk of the Privy Council.*



## APPENDIX III

Order in Council P. C. 1549, dated the 8th July, 1920

Authority under which the Department of Soldiers' Civil Re-establishment may pay to former members of the Forces \$7.00 per month in lieu of the free issue of clothing

The Committee of the Privy Council have had before them a report, dated 6th July, 1920, from the Minister of Soldiers' Civil Re-establishment, submitting that, on the recommendation of the Parliamentary Committee on Re-establishment held in 1919, an Order in Council was passed on the 21st November, 1919 (P.C. 2325), under which the Department of Soldiers' Civil Re-establishment was authorized to make free issues of clothing to ex-members of the forces undergoing treatment by the department, as in its discretion were deemed necessary.

The minister states that representations were made to the Parliamentary Committee on Pensions and Re-establishment which has recently reported to Parliament, that the payment of a monthly sum in lieu of the issue of clothing, would be more acceptable to the patients under the care of the department, and the following recommendation was inserted in the report of the committee:—

“ That the free issue of clothing to patients on the strength of the Department of Soldiers' Civil Re-establishment for medical treatment provided for under Order in Council P.C. 2325, 1919, be discontinued, and that in lieu thereof each patient be granted as from the first of September next a cash allowance at the rate of \$7.00 per month.”

The minister, therefore, recommends that the Department of Soldiers' Civil Re-establishment be authorized to carry out the foregoing recommendation as from the 1st July, 1920.

The committee advise that the requisite authority be granted accordingly.

(Sgd.) RODOLPHE BOUDREAU

*Clerk of the Privy Council.*



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## APPENDIX IV

Order in Council, P. C. 112, dated the 26th January, 1920

Authority under which the Department of Soldiers' Civil Re-establishment may place men in industries for training under an agreement with employers as to wages on an ascending scale.

The Committee of the Privy Council have had before them a report, dated 10th January, 1920, from the Minister of Soldiers' Civil Re-establishment, submitting that under the chairmanship of the Honourable J. A. Calder, P.C., M.P., the Special Parliamentary Committee on Bill 10, an Act to amend the Department of Soldiers' Civil Re-establishment Act, in its report to the House of Commons, which was adopted by that House, stated that the following suggestion had been made to the committee:—

“That the department in making provision for the retraining of disabled men should endeavour as far as may be found practicable to place men in industries under an agreement with employers as to wages on an ascending scale, the department to pay the difference between the wages received and the pay and allowances now granted, the object being to lengthen the period of training without additional cost to the department.”

That the following recommendation was made by the committee:—

“That the suggestion be carried out to as full an extent as possible without, however, attempting to relieve the department of any expense it would ordinarily incur in the retraining of any disabled soldier.”

The minister states that applications have been made for extensions of courses in the manner indicated above, but the powers at present conferred on the Department of Soldiers' Civil Re-establishment do not empower the department to carry out the recommendation.

The minister, therefore, recommends that, in pursuance of the foregoing recommendation, the Department of Soldiers' Civil Re-establishment be authorized to enter into arrangements with employers, in accordance with the foregoing suggestion, and, when in the discretion of the department it is considered desirable in the interests of the trainee so to do, to pay to a trainee who has been placed in an industry the difference between the wages or other remuneration received by him in such industry and the amount of the pay and allowances for men undergoing training authorized by Order in Council P.C. 387, dated the 24th February, 1919, provided that the total sum paid by the department to a trainee under the authority herein contained including any amounts he and his dependents may previously have received as training allowances under the said Order in Council shall not exceed a total of eight times the monthly allowance which would be payable to him under the authority of the said Order in Council were he undergoing training in one of the department's schools, or otherwise; provided also that when a trainee receives, from the firm or company under whom he is being trained in accordance with these provisions a monthly wage or other remuneration equal to the monthly amount of pay and allowances provided for men undergoing training by the said Order in Council, his course shall be considered as completed and all payments by the department shall cease.

The Committee concur in the foregoing recommendation and submit the same for approval.

(Sgd.) RODOLPHE BOUDREAU,  
*Clerk of the Privy Council.*



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## APPENDIX V

Order in Council, P.C. 2554, dated the 24th December, 1919, and Order in Council P.C. 728 dated the 21st April, 1920.

Authority under which the Department of Soldiers' Civil Re-establishment may compensate men sustaining injury while being trained.

P.C. 2554

Whereas the Minister of Soldiers' Civil Re-establishment reports as follows:—

The Department of Soldiers' Civil Re-establishment, in carrying out the duties delegated to it by Parliament, is at the present time giving retraining courses to over 22,000 men. Where it is deemed advisable so to do, in the interests of the trainee, the course is given in an industrial establishment. In this way training can be given in a wide range of occupations at a cost very much less than would be involved if the department established industrial training centres and employed teachers therein for the purpose. Further, if the cost were no object the work of teaching trades is usually better done in actual commercial workshops than in technical schools or in such industrial training centres as might be organized by the department.

From time to time accidents may occur in industries in which men are receiving training and injury may be received during the course of their training by such men through other causes than negligence and carelessness on the part of the trainee, and it is submitted that the department should compensate such men for any such injury received at corresponding rates to those which would be allowed by the various local Compensation Boards.

Where a trainee is injured during the course of his training, all medical attention and treatment will be provided by the department, and a careful investigation into the nature and cause of the accident made, so as to decide as far as possible whether or not such accident occurred during the natural course of the man's duties or whether it was due to carelessness or neglect on his part.

A man undergoing training by the department is in receipt of pay and allowances and is entirely under the control of the department as to the work which he does. It is, therefore, considered that he should be regarded as in the employ and service of His Majesty, so as to bring him under the provisions of the Act to provide compensation where employees of His Majesty suffer injury while performing their duty" (Statutes of Canada, 1918, Chapter 15.)

Therefore His Excellency the Governor General in Council, is pleased to order and it is hereby ordered as follows:—

Men undergoing training by the Department of Soldiers' Civil Re-establishment shall, for the purposes of Workmen's Compensation, be considered employees of the Department of Soldiers' Civil Re-establishment while in receipt of pay and allowances from the department, and the provisions of subsections 1 and 2 of section 1 of the "Act to provide compensation where employees of His Majesty are killed or suffer injury while performing their duty" (Statutes of Canada, 1918, Chapter 15), shall apply to such men: further the Department of Soldiers' Civil Re-establishment is hereby authorized to carry out such investigations as may be necessary to safeguard the interests of the Government in this regard, and to pay such compensation as may be awarded.

(Sgd.) RODOLPHE BOUDREAU,  
*Clerk of the Privy Council.*



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P.C. 728.

Whereas the Minister of Soldiers' Civil Re-establishment reports as follows:—

The Order in Council of the 24th December, 1919 (P.C. 2554), which provides that ex-members of the forces undergoing training by the department shall, for the purposes of compensation for injuries received during the course of training, be considered employees of the Department of Soldiers' Civil Re-establishment, and that the provisions of subsections 1 and 2, section 1, chapter 15, Statutes of Canada, 1918, shall apply to such men, would appear to be limited, in its application by the following statement contained therein:—

“From time to time accidents may occur in industries in which men are receiving training and injury may be received during the course of their training by such men through other causes than negligence and carelessness on the part of the trainee.”

In certain of the provinces of Canada, compensation is awarded under provincial legislation to workmen who sustain injuries irrespective of whether such injuries were caused through negligence or carelessness on the part of the workmen, and it is submitted that ex-members of the forces on the strength of the Department of Soldiers' Civil Re-establishment for training, should be entitled to the same compensation in case of injury as other workmen in the province in which such ex-members of the forces are being trained.

Therefore His Excellency the Administrator in Council, on the recommendation of the Minister of Soldiers' Civil Re-establishment, is pleased to order and it is hereby ordered as follows:—

Notwithstanding anything to the contrary which may be contained in the said Order in Council of the 24th December, 1919 (P.C. 2554), ex-members of the forces undergoing training by the Department of Soldiers' Civil Re-establishment shall, while in receipt of pay and allowances from the department, be considered employees thereof, and in case of injury shall be entitled to the full benefits of compensation provided by the said subsections 1 and 2, section 1, chapter 15 of the Statutes of Canada, 1918, subject only to the condition that the Department of Soldiers' Civil Re-establishment shall be authorized to carry out such investigations as may be necessary to safeguard the interests of the Government of Canada in this regard, and to pay such compensation as may be awarded.

(Sgd.) G. G. KEZAR.

*Assistant Clerk of the Privy Council.*



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## APPENDIX VI

Order in Council P.C. 551, dated the 17th March, 1920.

Respecting reciprocal arrangements with Belgium for treatment of former members of the Belgian Forces in Canada and the Canadian Forces in Belgium.

The Committee of the Privy Council have had before them a report, dated 8th March, 1920, from the Minister of Soldiers' Civil Re-establishment, stating that in pursuance of the authority granted by Order in Council of the 24th February, 1919 (P.C. 387), certain proposals for the reciprocal treatment of former members of the Canadian and Belgian forces resident in the country of the other were submitted to the Consul General for Belgium by the Department of Soldiers' Civil Re-establishment, and that in reply the Consul General has advised that his Government approves of the arrangements proposed by the Department, and desires that the same be put into effect.

The Minister, therefore, recommends that the Department of Soldiers' Civil Re-establishment be authorized to provide medical and surgical treatment for former members of the Belgian forces resident in Canada who require the same for disabilities caused or aggravated by service with the Belgian forces during the War of 1914-18, provided, however, that the cost of such treatment (which shall not include any charges for executive overhead expenses of the Department of Soldiers' Civil Re-establishment), shall be a charge against the Government of Belgium, and upon the understanding that the Government of Belgium will provide similar facilities at the expense of the Department of Soldiers' Civil Re-establishment for the treatment of former members of the Canadian Forces Resident in Belgium.

The Committee concur in the foregoing recommendation and submit the same for approval.

(Sgd.) G. G. KEZAR.  
*Assistant Clerk of the Privy Council.*



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## APPENDIX VII

Order in Council P.C. 2311, dated the 25th September, 1920

**Authority under which the Department of Soldiers' Civil Re-establishment may manufacture and supply Prosthetic appliances to other Government Departments and to Workmen's Compensation Boards**

The Committee of the Privy Council have had before them a report, dated 20th September, 1920, from the Acting Minister of Soldiers' Civil Re-establishment, submitting that the Department of Soldiers' Civil Re-establishment is now operating a fully equipped factory for the manufacture of artificial limbs and general prosthetic appliances for the benefit of ex-members of the naval and military forces of Canada and of the Allied and Associated Powers.

The minister states that from time to time requests have been made to the department that these appliances should be manufactured for and supplied to, others than ex-members of the forces. These requests, with one exception have not been entertained, the exception being in the case of victims of the Halifax explosion.

It will be necessary for the Government to maintain for many years to come, a factory for the manufacture of prosthetic appliances and as the cost of production is, to a certain extent determined by the output, a larger field of supply would necessarily result in lower individual cost.

At the last session of the Ontario Legislature an amendment was passed to the Workmen's Compensation Act providing that injured workmen were to be entitled to artificial members and apparatus which might be necessary as a result of their injuries. It is possible that legislation of a similar character will be enacted in the other provinces.

The Workmen's Compensation Board of Ontario inquired if some arrangement could not be made by the Board under which it would be able to procure prosthetic appliances for injured workmen from the Department of Soldiers' Civil Re-establishment. It pointed out that the Board could obtain these from various firms engaged in the business but it would not be possible in this way to obtain the advantage of standard appliances with interchangeable parts, capable of repair and renewal, in various parts of Canada. It is anticipated that the annual number of arms and legs would be about forty (40).

It is necessary from time to time to supply prosthetic appliances at the expense of the Government to employees of the Government engaged on the Canadian National Railways and in other departments. In view of the increased activities of the Government in this direction it is probable that the demand in the future will be greater than heretofore.

The minister, therefore, recommends that the Department of Soldiers' Civil Re-establishment be authorized to manufacture and supply artificial arms, legs and other prosthetic appliances to any other Department of the Government of Canada, to the Workmen's Compensation Board for Ontario and to similar boards in other provinces as requested so to do, at prices to be determined from time to time by the department, so long as facilities exist for manufacturing and supplying such appliances to ex-members of the forces.

The committee concur in the foregoing recommendation and submit the same for approval.

(Sgd.) RODOLPHE BOUDREAU,  
*Clerk of the Privy Council.*



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## APPENDIX VIII

Order in Council P.C. 2936, dated the 3rd December, 1920

Authority under which the District Organization of the Board of Pension Commissioners for Canada has been absorbed by the Unit Organization of the Department of Soldiers' Civil Re-establishment

The Committee of the Privy Council have had before them a report, dated 30th November, 1920, from the Acting Minister of Soldiers' Civil Re-establishment, submitting that for some time past he has had under consideration the question of the amalgamation of certain activities of the Department of Soldiers' Civil Re-establishment and the Board of Pension Commissioners for Canada.

The minister states that by his direction, officers of the department and of the board have conferred together in order to ascertain what economy could be effected without interference with the work of the department or of the board.

The department has branch offices in the principal cities of Canada and will require to maintain these for a considerable time to come. The board also has branch offices in most of the same centres. The work carried out in the branch offices is partly medical and partly administrative in addition to the specific activities of the department in connection with vocational training, et cetera.

Owing to the number of men coming forward for treatment for disabilities due to or aggravated by service it is necessary for the department to maintain a considerable staff of medical officers as well as attendant clerical help. The staff carried by the Board of Pension Commissioners in its unit administration, numbers two hundred and seventy (270) made up of medical advisers, administrative and clerical staff.

The officers of the department and of the board consider that an amalgamation in the branch offices is workable and would result in a saving in administration cost due to a possible reduction in the number employed by both organizations, and due to the compilation of files and records which would necessarily follow.

At the present time, in all districts except four, namely, Ottawa, Toronto, Vancouver and Calgary, the offices of the Board of Pension Commissioners are in the same building and in many instances adjacent to the offices of the Department of Soldiers' Civil Re-establishment so that it is felt that the change suggested could be brought about very expeditiously. The carrying out of this proposal would further eliminate a certain amount of overlapping and duplication of work.

The proposal is not designed to change the present method of administration. The unit heads of the Department of Soldiers' Civil Re-establishment consisting of the Assistant Director and the Unit Medical Director would deal direct with the Board of Pension Commissioners in Ottawa, on all matters affecting pension and instructions would be issued to them by the proper officials of the Board of Pension Commissioners.

The minister, therefore, recommends that the district or unit organization of the Board of Pension Commissioners for Canada be absorbed by the unit organization of the Department of Soldiers' Civil Re-establishment and that he be authorized to take the necessary steps to carry out this amalgamation at as early a date as possible.

The committee concur in the foregoing recommendation and submit the same for approval.

(Sgd.) RODOLPHE BOUDREAU,

*Clerk of the Privy Council.*



## APPENDIX IX

Order in Council P.C. 3017, dated the 13th December, 1920

**Authority under which the Department of Soldiers' Civil Re-establishment may transfer surplus equipment and stores to other Departments of the Government without repayment**

The Committee of the Privy Council have had before them a report, dated 6th September, 1920, from the Acting Minister, Soldiers' Civil Re-establishment, stating that the Department of Soldiers' Civil Re-establishment has a considerable quantity of hospital, office and vocational training equipment which is now, or will shortly become, surplus to requirements.

Various departments of the Government have requested that portions of this equipment be transferred for use of such departments, in order to obviate the purchase of new equipment.

The cost has been borne by the Department of Soldiers' Civil Re-Establishment or the Military Hospitals Commission, and is shown in the total expenditure made in respect of the care and treatment of returned soldiers and the general administration of the same. There is a ready market for this equipment, and, if it were sold, the proceeds would show a reduction amounting to a large sum in the capital expenditure of the department. If the equipment is transferred to other departments, the latter will benefit, while an expenditure which should have been reduced will stand against the Department of Soldiers' Civil Re-establishment.

On the other hand, it is recognized that the whole belongs to the Government of Canada, and that transfer as suggested would mean a saving to the Government.

The matter has been referred to the Auditor General who states that a decision of this question does not devolve upon him, but is a matter for governmental policy, there being no precedent upon which he can give advice. He points out, however, that in Great Britain the practice appears to be not to pay for inter-departmental transfer of stores.

In a recent work, "Parliamentary Grants," the author, Colonel Durel, C.B., Chief Paymaster of the War Office, says (page 364):—

"The rule laid down by the Treasury is to the effect that one department should not pay another department for service rendered to it, and also that one department should not repay to another department the cost of stores, etc., supplied, when such payment or repayment involves duplicate charges on exchequer grants, and payment to the exchequer by one department of the amount received from the other. The same principle is applicable in the case of transfers of property by one department, which has no use for it, to any other department, which requires such property for public purposes. Transfers of this nature should be carried out without any inter-departmental payment. Each department must be regarded as subordinate to the exchequer, not as independent of every other department. Each is an individual but not an isolated square in the scheme of national finance. A system of repayment for services rendered would tend to create confusion in the national accounts; for money would have to be voted twice over, and the whole gross national expenditure would thus be fictitiously augmented."



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In view of the saving to the Government which will be effected if stores and equipment are transferred by the Department of Soldiers' Civil Re-establishment to other departments when required by such other departments, the minister recommends that the Department of Soldiers' Civil Re-establishment be authorized to make such transfer without repayment, subject to a careful account being kept of the same and a footnote or memorandum being attached to the accounts of the Department of Soldiers' Civil Re-establishment, to the effect that equipment, etc., of a certain value has been transferred to certain other departments, thus reducing, in effect, the expenditure as shown by the parliamentary vote governing purchase.

The committee concur in the foregoing recommendation and submit the same for approval.

(Sgd.) RODOLPHE BOUDREAU,  
*Clerk of the Privy Council.*



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## APPENDIX X

Order in Council P.C. 3260, dated the 6th January, 1921.

Authority under which the Department of Soldiers' Civil Re-establishment may grant medical and surgical treatment to unemployed former members of the forces until the 31st March, 1921.

The Committee of the Privy Council have had before them a report, dated 31st December, 1920, from the Acting Minister Soldiers' Civil Re-establishment, submitting that representations have been made by the Dominion Command of the Great War Veterans' Association that there are a number of former members of the forces who are out of employment and who are sadly in need of medical treatment and hospitalization. A proposal has been made that the Department of Soldiers' Civil Re-establishment should furnish such medical treatment and hospitalization during the present unemployment.

The minister states that owing to the recent closing of a number of hospitals and the consequent reduction in the available bed accommodation it would not be possible to provide in-patient treatment in departmental hospitals, nor would emergency hospitals meet the situation as the majority of the cases requiring in-patient treatment could not receive proper care in temporary institutions. Any present surplus of available beds at the disposal of the department will be occupied by patients of the department coming under existing regulations.

The department could undertake to provide medical and surgical care for unemployed former members of the forces who require medical attention, which could be given at departmental clinics or at home. This service would render necessary an increase in the medical staff, the provision of transportation for such staff and the supply of medicines and surgical dressings.

It is estimated that the expenditure involved to provide the treatment indicated, would amount to One Hundred Thousand Dollars (\$100,000) covering the months of January, February and March.

While the provision of medical and surgical treatment to all classes of needy or indigent cases is wholly a municipal one, it has been pointed out that to place the medical organization of the department's clinics at the disposal of unemployed former members of the forces would be in itself a great boom.

The minister recommends, after a full consideration of the situation, that the Department of Soldiers' Civil Re-establishment be authorized, until the 31st March, 1921, to grant medical and surgical treatment to former members of the forces who are unemployed and who are in need of the same, at the clinics operated by the department, or in cases where attendance at a clinic is impossible, at the men's own homes, subject to the following conditions:—

- (a) That this service be limited to former members of the forces who are certified by one of the bureaus of the Employment Service of Canada to be unemployed, such certification to be directed to the Unit Medical Director of the department.
- (b) That the department shall not be required to provide in-patient treatment and shall not do so unless there is ample available accommodation, the use of which will not handicap the hospitalization of those for whom such accommodation is being held.
- (c) That former members of the forces granted treatment as indicated shall not be entitled to receive any allowances unless the disability is due to service.

The committee concur in the foregoing recommendation and submit the same for approval.

(Sgd.) G. G. KEZAR,  
*Assistant Clerk of the Privy Council.*



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## APPENDIX XI

Order in Council, P.C. 43, dated the 10th January, 1921

Authority under which the Department of Soldiers' Civil Re-establishment may grant relief to former members of the Forces who are pensioners or who have received Vocational training on account of disability, during the months of January, February and March, 1921.

The Committee of the Privy Council have had before them a report, dated 4th January, 1921, from the Acting Minister of Soldiers' Civil Re-establishment, submitting that representations have been made that there are a number of former members of the forces who have been pensioned for disabilities due to war service, or who have received vocational training from the Department of Soldiers' Civil Re-establishment, who are out of employment and who are in need of assistance to tide them over the immediate future.

The minister observes that while the unemployment problem in Canada as elsewhere is general and would appear to be a charge upon the municipalities and the Provincial Governments, it has been urged that responsibility for men who have been handicapped through war service, should be assumed by the Federal authorities.

It is suggested that any assistance which might be given should not be in the form of cash but in the provision of certain necessities of life. Before any grant is considered, full investigation should be made into the necessities of the applicant and his dependents.

After a full consideration of the situation, and without admitting that the Federal Government is in any way responsible for the employment of former members of the Forces who have been returned to civil life, the minister recommends that the Department of Soldiers' Civil Re-establishment be authorized to grant assistance to former members of the forces who are out of employment or who are able only to secure inadequate employment for the maintenance of themselves and their dependents, during the months of January, February and March, 1921, subject to the following regulations and limitations:—

1. Those entitled to assistance shall be

- (a) necessitous cases among former members of the Forces who have been pensioned for a disability due to or aggravated by service in the Great War or former members of the forces who have received vocational training under the Department of Soldiers' Civil Re-establishment for a war disability which prevented the trainee from following his pre-war occupation; and
- (b) former members of His Majesty's Imperial forces, and former members of the forces of His Majesty's Allies who have been pensioned for a service disability due to or aggravated by service in the Great War and have been residents of Canada for three months prior to making application.

2. In order to determine what is a necessitous case, officers of the department shall investigate the home conditions of the applicant for assistance and shall take into consideration income from the earnings of the members of the family. When a pensioner or a former vocational student is unable to secure such employment as will yield sufficient remuneration to provide for himself and his dependents, or for whom such employment cannot be secured by reason of there being no employment available, as certified by an official of the Employment Bureau, assistance may be granted.



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3. The assistance granted shall not be in cash, but shall be limited to expenditure by the department on behalf of the pensioner or former vocational student of such amounts as may enable him and his dependents to carry on for the period indicated.

4. The following shall be the maximum amounts per month which may be expended on behalf of any case:—

Man and wife . . . . .	\$ 75
First child under 16 (girl 17) . . . . .	12
Second child under 16 (girl 17) . . . . .	10
Single man without dependents (maximum allowance), . . . . .	50
Single man with dependents, same as for married man; provided that no expenditure covering a period of more than one week in advance shall be incurred.	

5. There shall be deducted from any allowances authorized by the department, all income received by the family by way of earnings, investments or pension, so that the maximum allowances referred to in paragraph 4 shall be inclusive of all income.

6. All expenditure in respect of this authority shall be charged by the department against Parliamentary Vote number 280.

7. The department shall be authorized to make such regulations as may be necessary in respect of this authority.

The committee advise that the requisite authority be granted accordingly.

(Sgd.) RODOLPHE BOUDREAU.

*Clerk of the Privy Council.*



APPENDIX XII

Federal Emergency Appropriation, 1919-20

In view of the fact that during the latter part of 1919, it was apparent that the problem of re-establishment had not fully been met, owing to the limited period since the return of the Canadian contingents from overseas and in view of the probable unemployment during the winter, Parliament decided on the recommendation of a special committee which had given full consideration to the matter, to make an appropriation of \$50,000,000 for the following special purposes:—

1. To provide gratuities to Canadians who enlisted in the R.A.F. and other units, etc . . . . .	\$ 9,000,000
2. To provide rebate of transportation expenses by dependents who returned to Canada prior to November 11, 1918 . . . .	1,000,000
3. To provide the following expenditures:—	
(a) Free clothing to S.C.R. patients . . . . .	
(b) Pay and allowances to trainees taken on strength of S.C.R. and subsequently not approved . . . . .	
(c) Care of neurological and sub-normal cases . . . . .	
(d) Necessitous cases — pensions — under arrangement with the Patriotic Fund . . . . .	10,000,000
(e) Cashing cheques at par for Canadians who joined Imperial Units . . . . .	
(f) Loans to retrained disabled men for tools and equipment . . . . .	
(g) Loans to disabled men for training and education . . . . .	
(h) To take care of unemployment during coming winter. ]	
Total . . . . .	<u>\$50,000,000</u>

2. The expenditure in connection with the foregoing recommendations was divided among several departments. The Department of Militia and Defence had charge of gratuities to Canadians who enlisted in the R.A.F. and other units. The Department of Soldiers' Civil Re-establishment had charge of (a), (b), (c), (f), and (g). The Departments of Militia and Defence, Post Office, and Finance had charge of the cashing of cheques at par of Canadians who joined Imperial Units and the Canadian Patriotic Fund assisted by the Department of Soldiers' Civil Re-establishment had charge of the unemployment relief to former members of the forces.

3. While a vote of \$50,000,000 was passed by Parliament, this was due mainly to a desire to make ample provision for the expected needs. Veterans' Associations and others forecasted a very gloomy winter during 1919-20 and while the Government did not share the view that there would be any widespread distress, it was thought desirable to make a sufficient appropriation to meet any circumstances which might arise. It was recognized that this would not necessarily mean finding the amount of money indicated, as an appropriation lapses at the end of the fiscal year. An appropriation voted by Parliament is not a grant but is merely authority to the Department of Finance to provide a given sum of money, should this sum be required for the purposes indicated.

4. Happily, owing to the economic condition being far more favourable than was anticipated by some, the expenditure fell far short of the authorization provided. The expenditure was as follows:—



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## RELIEF EXPENDITURE

Unemployment.. . . . .	\$4,146,624 51	
Inadequate employment.. . . . .	438,189 38	
Soldier Settlement cases.. . . . .	398,877 61	
		<hr/>
		\$4,983,691 50
Transportation from place of residence to place of work.. . . . .	\$ 44,989 81	
Transportation overseas.. . . . .	6,718 72	
		<hr/>
		51,708 53
Exchange, Post Office Department.. . . . .	\$ 165,432 56	
" Militia and Defence .. . . . .	167,164 71	
" Finance Department.. . . . .	191,758 16	
		<hr/>
		524,355 43
Free clothing to S.C.R. patients.. . . . .	\$ 15,763 28	
Pay and allowances to trainees taken on strength but subsequently not approved. . .	2,365 22	
Care of neurological and sub-normal cases..	7,663 68	
Loans to retrained men for tools and equip- ment.. . . . .	51,831 24	
Loans to disabled men for training and education.. . . . .	1,309 45	
		<hr/>
		78,932 87
Gratuities to Canadians who enlisted in Imperial forces.. . . . .	.....	1,114,231 61
Transportation, say.. . . . .	.....	50,000 00
		<hr/>
Amounts paid to or in respect of former members of the forces to the end of fiscal year 1919-20.. . . . .	.....	\$6,802,919 94

## ADMINISTRATION EXPENDITURE

Canadian Patriotic Fund.. . . . .	\$ 210,533 32	
Soldiers' Civil Re-establishment.. . . . .	45,536 08	
		<hr/>
		256,069 40
Total expenditure.. . . . .	.....	<hr/>
		\$7,058,989 34

Of this amount, \$1,158,247.91 was charged to other votes.

5. Since the end of the fiscal year it has been necessary to continue expenditure along certain of the lines indicated and these have been charged to various departmental votes. The following expenditure is an indication:—

Gratuities to Canadians who enlisted in Imperial forces, paid by Militia and Defence.. . . . .	\$1,681,679 98
Free clothing to S.C.R. patients, paid by Department of S.C.R.	66,509 10
Financial assistance to neurological cases and sub-normal cases, paid by Department of S.C.R.. . . . .	56,716 68
Loans to disabled soldiers to purchase tools and equipment, and for re-education, paid by Department of S.C.R.. . .	335,180 98
	<hr/>
Total to October 31, 1920.. . . . .	\$2,140,086 74

6. The total administration expenditure represented 3.7 per cent of the amount paid directly to former members of the forces under the Federal Emergency Appropriation.











